



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Families Information and Early Help Support Officer

GRADE: Band 6

RESPONSIBLE TO: Best Start Partnership Manager

RESPONSIBLE FOR: No staff report to this post

Overall Objectives of the Post:

The role will increase the awareness of the childcare offer and provision across the Borough. The role will provide support via telephone across office hours and deliver impartial advice and guidance of the area of childcare.

The post will also provide support to external agencies wanting advice in relation to the early help process and support. The postholder will also support the Multi Agency Allocations Meetings and operation Encompass Information.

Key Tasks of the Post:

1. To provide information advice and guidance to support individuals to overcome barriers that may prevent them accessing childcare.
2. To provide accurate and consistent information on childcare and best start in life support services.
3. To liaise with providers in order to ensure that the information about provision that is held by the service is accurate and regularly updated.
4. To target vulnerable groups to ensure that those that are hardest to reach are aware of their entitlement.
5. To ensure that there is consistent office cover for the Family Information Service, providing advice and signposting families.
6. To support the production of any childcare efficiency audit.
7. To work with partners including job centre plus to promote careers in childcare and early help services.
8. To understand eligibility checks for families who believe their child is eligible for free childcare offers.
9. To produce data to support reports, returns and updates to show the impact of the service.
10. To support the work of Best Start in Life/Early Help by providing advice and guidance in relation to the early help process.
11. To signpost families requiring early help support.
12. To be responsible for logging any Operation Encompass information relating to schools.
13. To record all information relating to early help plans from external providers.
14. Prepare information for the fortnightly MAAT meetings, attend and administer the process.

Family Information and Early Help Support Officer JD - 11.12.20

15. To undertake any other tasks appropriate to the role.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: AN/CL

Date: 11.12.20