



Job Description	Outreach Worker (Family Hub Navigator role)
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Positive Action in Recruitment

The new positive action legal provisions mean that it is not unlawful to recruit or promote a candidate who is of equal merit to another candidate, if the chair of the recruitment panel reasonably thinks the candidate has a protected characteristic that is underrepresented in the workforce; or that people with that characteristic suffer a disadvantage connected to that characteristic.

Manchester Settlement is currently underrepresented by staff who are:-

- Men
- Disabled
- Non White British
- LGBTQ+

Pay £28062	Line Manager: This post is managed by the Manchester Settlement Community and Family Manager. Daily supervision and direction will be provided by the Manchester City Council Family Hub Manager
Hours: 35 Hours per week	Period of contract: Temporary - fixed term – 1 year from date of appointment
Location: Gorton Sacred Heart Family Hub sites	Main stakeholders: This post will be jointly line managed by a Manchester City Council Family Hub Manager, and a Manchester Settlement senior manager. Community members / families MCC staff Partner charities/service delivery organisations Manchester



Key Role Descriptors

The role holder will work as part of a team delivering the Family Hub Offer, and will work at front line level, to a high standard of quality, using a whole family approach.

The role holder will support families where the children are under the aged 5 - 19 years and have been identified as requiring a package of support to improve outcomes. This will either be at a universal level or at level 2 on the Multi Agency Threshold document. These include: health, social, education and environmental.

Key Role Accountabilities

Engage families to access the full range of services across the locality through actively promoting Family Hub services to the public with multi agency engagement through facilitating events and working frontline with families.

Work with families who have been identified as having targeted needs to improve the health and wellbeing and promote independence, making use of the Early Help Assessment across the Family Hub Locality.

Identify child and parental need through undertaking evidence-based assessments and using a range of other proven assessment tools and interventions.

Evidence improved outcomes for children and families through tracking, monitoring and evaluating the impact of services, and contribute to the achievement of outcomes identified by the local analysis of need.

Engage effectively with families through quality assured group based activities and tailored evidence based interventions for individual families within their own homes.

Ensure safeguarding is a priority and understand their responsibilities in the reporting procedures as outlined by the Manchester Safeguarding Partnership.

Personal commitment to continuous self-development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in service delivery and communication.

Role Portfolio:

The Family Hub programme Navigator will work as part of an integrated team across the Manchester City Council Family Hub network.

The role is subject to the employment terms and conditions of Manchester Settlement, but will be work within a team of largely MCC colleagues, receiving direction from an MCC Family Hub manager.



The role will proactively ensure that a full understanding and awareness of wider 0-19 (25 SEND) children and families services and activities is cultivated and developed. The Navigator role will have a broad understanding of a wide range of services access criteria and have the skills and expertise, taking a think family, strength-based approach to supporting children and families to access appropriate services and activities in a timely manner. The navigator role will engage with communities and wider partners to identify gaps and support the development of wider services that meet local need.



Person Specification

Outreach Worker (Family Hub Navigator role)

General asks of everyone that works as part of the Manchester Settlement Community Team

- Support us in our charitable purpose, helping us to achieve our strategic aims and using our values as outlined below to underpin all that you do.
- Behave in a professional manner and adhere to our policies and procedures including safeguarding, health and safety, data protection.
- Be inclusive and work to combat all forms of discrimination and disadvantage, ensuring that the principles of equitable opportunities and social justice are implemented in your work.
- Help us to achieve our strategic aims and priorities by contributing your skills and experience to projects and tasks when required.
- To work towards the Manchester Settlement Values and the Our Manchester Behaviours

Manchester Settlement Values

- Respect the strengths and needs of all of our stakeholders
- Believe that people are most powerful when connected to communities
- Be truthful and transparent
- Be brave enough to challenge boundaries

The Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication skills** – Demonstrate an understanding of the views of others and communicate in a realistic and practical manner using appropriate language, listening to views and issues of other. An ability to communicate clearly, concisely and accurately, in ways which promote understanding. Good literacy and numeracy skills to undertake publicity information and keep case file records.
- **Analytical Skills** – An ability to engage partners to identify information needs and know how to go about obtaining the relevant information.
- **Planning and Organising** – Provides work on time to the required standards. An ability to prioritise own workload in order to meet deadlines. An ability to clearly prioritise work, set targets for self, to demanding timescales. Demonstrate the ability to organise multiple tasks in the most effective way, allocate time and energy according to the task complexity and priority.



- **Problem Solving and Decision Making** – Ability to analyse situations, diagnose problems, identify key issues, establish and evaluate alternative courses of action and produce logical, practical and acceptable solutions. Is able to make effective decisions on a day to day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary, be logical in thinking and explaining reasoning behind decisions.
- **Commissioning Skills** – An awareness of commissioning in order to engage services on behalf of the family which are effective and efficient and meet the assessed needs.
- **ICT Skills** – Ability to maintain effective systems to manage and retrieve information..

Role Specific Requirements

- Knowledge of issues that affect parents and children, particularly in areas that are economically disadvantaged.
- Experience working, volunteering, supporting families
- Experience working in a multi agency/organisation environment
- This role requires an Enhanced DBS Check (which Manchester Settlement will organise as part of the selection process)