

Job Description

Job title	Early Help Co-ordinator
Directorate	PEOPLE : Children and Adults
Division	Family Solutions
Range	MPR 4
Reports to	Hub Manager

Main purpose of the job:

Medway Early Help works holistically with families with multiple and complex needs to enable them to make changes and improvements to their lives. The Early Help Coordinator works closely with colleagues and families to build strong relationships based on respect and positive regards. The role provides both practical and specialist advice to the family as well as acting as a lead co-ordinator for any additional support services.

The Early Help Coordinator develops effective multi agency working by facilitating communication channels and positive working relationships within the Multi-Agency Safeguarding Hub (MASH) and partner agencies across Medway to ensure that the Early Help strategy is widely understood and used.

Support and facilitate partner agencies with Early Help processes including monitoring performance on early help interventions, training and actively supporting partners in being the lead professional for a family in order to ensure that the right support is in place for children, young people and their families to achieve the best outcome.

To comply with legislation, statutory guidance and local policies and procedures.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Provide high quality line management and reflective professional supervision to Early Help Partnership Officers, and ensure staff have the appropriate level of training and are appraised in

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accordance with the Council's performance appraisal process, in order to manage and support individuals in their work and professional development and address any issues of poor performance.

Coordinate meetings across areas to support networking and knowledge of local services, responding to enquiries and providing guidance to ensure a common approach for integrated processes across Medway.

Influence and implement change and improvement by engaging and liaising with key stakeholders, disseminating information, and providing advice of appropriate services based on the circumstances of each case, some of which may be complex.

Promote changes in professional practice to improve the use of early help interventions and promoting appropriate information sharing to ensure the most appropriate intervention for children, young people, and their families.

Identify and promote innovative ways of working to up-skill staff in enabling a more flexible, knowledgeable, experienced, and confident response to families' needs.

Maintain accurate and up to date records in line with GDPR legislation and use the Children's Recording System to promote effective case management.

Contribute and participate to purposeful supervision, as required to ensure reflective discussions and management oversight of workload.

Assess, balance risks, and identify protective factors to enable appropriate escalation, sharing information with statutory Children's services where relevant ensuring a consistent application of threshold across Children's services.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Hub Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

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Qualifications

Level A

NVQ Level 4 in Working with families with multiple and complex needs or another relevant discipline.

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

Working towards ILM3 or an equivalent management qualification

Knowledge

Level A

Comprehensive knowledge and understanding of legislation, policy, and practice developments relevant to children, young people, and their families.

Comprehensive knowledge and understanding of child and adolescent development and parenting skills.

Comprehensive knowledge and understanding of safeguarding policies and procedures.

Knowledge and understanding of equality and diversity principles and relevant legislation and relevant obligations.

Level B (in addition to level A criteria)

Comprehensive knowledge in recognising and evaluating risk to children, young people and their families and assessing measures to reduce that risk.

Level C (in addition to levels A and B)

Knowledge of the governance arrangements for Early Help.

Experience

Level A

Comprehensive experience of working with vulnerable children, young people, and families in the public, private or voluntary sector.

Experience in the application of Signs of Safety.

Comprehensive experience of using digital case management systems.

Comprehensive experience of undertaking risk assessments which lead to effective safety planning.

Experience of providing effective supervision and managing performance.

Level B (in addition to level A criteria)

Comprehensive experience of working effectively in a multi-agency environment.

Level C (in addition to levels A and B)

Comprehensive experience of undertaking direct work with children and young people and being able to evidence understand of the child's lived experience.

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Skills

Level A

Proficient in the use of Microsoft Word, Excel, and Outlook

Ability to work effectively under pressure, managing time and workload effectively.

Ability to build rapport and relationships with children, young people, and their families.

Comprehensive communication, interpersonal, and negotiation skills.

Ability to work effectively as part of a team.

Comprehensive skills in collecting, analysing, and assessing children and families' needs and creating imaginative responses to resolve complex problems.

Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information.

Able to work on own initiative.

Ability to travel on a regular basis between different locations.

Level B (in addition to level A criteria)

Ability to initiate and develop effective and collaborative working relationships with partners.

Pro-actively contribute to service plan objectives and targets.

Ability to influence and implement change.

Level C (in addition to levels A and B)

Ability to motivate a team, including volunteers and wider partners.

Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families.

Ability to produce good quality written reports using language that is accessible and easy to understand