

Job Description

Deliver Centre Support worker

Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£18,933 - £19,698 (pro-rata)	Grade:	4
Reports to:	Senior Family Support Worker	Staff responsible for:	n/a

Job Purpose

Reporting to a relevant Senior Family Support Worker, post holders will work in partnership with colleagues across their team, assisting and undertaking tasks which support the safe and smooth day to day operation of Early Help Service neighbourhood centre delivery operations, for children, adults, young people and family groups. They will be aligned to one of the nine delivery team areas;

- Lancaster
- Wyre/Fylde
- Preston
- Chorley/South Ribble
- West Lancashire
- Hyndburn/ Ribble Valley
- Rossendale
- Burnley
- Pendle

Post holders will provide a front facing meet and greet service to all users of one or more nominated neighbourhood centre sites across their team area, dealing with and signposting any general queries which arise as a result of service user self-referrals.

Post holders will apply and undertake a variety of standardised procedures, using associated tools and equipment to ensure that centre users, participants and visitors are directed to the right activities and that their access needs are met. They will engage in recording appointments, room and group bookings using IT systems for Early Help Service and other agreed multi-agency partner delivery requirements. They may support standard procedures for monitoring safety check points for staff undertaking outreach and home visiting.

Post holders will undertake directed tasks in relation to recording of service user information in regards their use of neighbourhood centre services. This will involve them updating information on the Early Help Service management information system.

Post holders will use personal initiative to maintain an overview of the health and safety of the operating environment and take corrective action to address any issues which arise and/or seek guidance on this from their line manager.

Post holders will work in close cooperation with Neighbourhood Group Workers to create and manage the suitability of the environment in the Neighbourhood Centres for service users, including responsive hygiene/cleanliness, display information, physical environment layout. Post holders may

have some involvement in the maintenance of facility standards, in conjunction with premises managers around basic testing, risk assessment and review procedures and contractor liaison where necessary.

From time to time, and where appropriate, post holders may also assist with supporting delivery sessions and services to ensure appropriate supervision/ratios are maintained and to support group participants with their participation needs as necessary.

Post holders will build positive relationships with service users, within the confines of their contact with them and build mutual trust and respect.

Supporting the service in the delivery and continuous improvement of early help services for children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. Provide general information and advice to service users on established internal procedures surrounding their use of Early Help Neighbourhood Centres and Services.
2. Plan and organise straightforward tasks in support of the day to day use by service users of Early Help Neighbourhood Centres, and those service staff using the centres in support of their duties.
3. Respond to and exchange varied information with members of the public using Neighbourhood Centres, and signpost them where necessary to other services and/or relevant other staff within the Early Help Service
4. Carefully use relevant equipment within centres to support neighbourhood centre usage.
5. Handle and process service and service user information in regard to service usage, using IT systems.
6. Provide limited support and guidance as required to other members of staff operating in the Neighbourhood Centre environment around their use of centre facilities.
7. Establish and operate procedures and boundaries and challenge inappropriate behaviour in relation to the 'reception' function within neighbourhood centres.
8. Resource and building duties, which may include: opening up buildings for service delivery use and securing after, preparing buildings/resources, checking their suitability for use.
9. Attend regular training and development opportunities to maintain an up-to-date knowledge of safeguarding, health and safety, and local policy developments
10. Undertake administrative tasks which assist with maintaining effective recording systems for neighbourhood centre use.
11. Respect confidentiality and be able when necessary to explain to parents/carers when there is need to share information with others in order to protect children.

12. Identify opportunities for improving day to day procedures and processes within the team or work area, and contributing these to team planning, to support the continuous improvement of services.
13. Operating in accordance to service policy and procedures and relevant standards for neighbourhood centre operations.
14. Monitoring, review and evaluate their own performance against the team's objectives by engaging with the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
15. Visibly and actively supporting and promoting the corporate activities and the values of the Council.

Other

1. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours in response to the needs of families

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
Delivery Centre Support Worker
Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 2 or above qualification or equivalent or substantial experience in a relevant technical, specialised or operational field	E	A
Experience:		
Experience of working within a busy public facing service delivery environment	D	A, I
Knowledge and Skills:		
Good interpersonal and communication skills	E	A, I
Ability to establish and maintain a good customer service ethos	E	
Knowledge of the needs of children and parents and the contemporary issues that affect their lives.	D	A, I
Patience, tolerance, flexibility	E	A, I
The ability to treat service user concerns with respect, tact and sensitivity, while being aware of the limits that are required by confidentiality and the boundaries that govern the service user/worker relationship	E	A, I
Working knowledge and understanding of the work practices, processes and procedures relevant to working with children and parents	D	A, I
Good written and verbal communication skills	E	A, I
Ability to work as member of a team.	E	A, I
Ability to work flexibly in order to respond to the access needs of children and families, including occasionally in the evening, or at the weekend and during school holiday periods.	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I