

Job Description

Directorate:	Education and Children's Services		
Service:	Early Help Service		
Location:	Various across Lancashire		
Salary range:	£28,142 - £32,061	Grade:	6
Reports to:	Neighbourhood Senior Family Support Worker (BSiL)	Staff responsible for:	Parenting Education Workers and Outreach Workers

Job purpose and scope

Working under the guidance of the Best Start in Life Neighbourhood SFSW, post holders will take a lead role in the planning and delivery of Best Start in Life Evidence Based Interventions that support Parenting and the Home Learning Environment, supporting children to achieve a good level of development by reception age. You will work alongside colleagues, partners and the community to support the design and delivery of Best Start in Life programmes for children, adults, and families, shaped by the needs of the service curriculum. The Best Start in Life Development Worker will be aligned to one of the ten delivery team areas;

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

In this highly rewarding role, you will have responsibility for receiving requests for parenting support, triaging these requests alongside parents / carers to ensure access to a parenting offer that best meets their child and family's needs.

As a valued member of Lancashire County Council's Early Help Service, will be responsible for working with all community services, parents, carers and the wider community to ensure that there is a high take up of evidence-based programmes (PEEPS Learning Together, Triple P, Easy Peesy) across the Family Hubs Network, especially the BSiL Family Hubs. Also to ensure that parents and carers fully complete programmes, achieve positive outcomes, take part in the evaluation of programmes and receive recognition.

The BSiL Development Worker will work alongside the Senior Family Support Worker, Parenting Education Workers, Neighbourhood Group Workers and Outreach Workers to support and ensure the high-quality delivery of Evidence Based Interventions. This will also include supporting

Community Connectors to complete training to deliver the PEEPs Learning Together programme across Family Hubs and Outreach Settings.

The successful candidate will deliver drop-in support services at the Best Start in Life Centre of Excellence, community locations utilising the information vehicles and community venues to proactively engage underrepresented communities and families of children that are least likely to achieve a good level of development by reception age.

The BSiL Development Workers will work in partnership with services providing support and services to children aged 0-5 years to further develop a local joined up approach to the delivery of the Best Start in Life Offer. Through building open, trusting, and respectful relationships, your work will help families make informed decisions and support children in reaching their full potential.

The postholder will have line management responsibility for the Parenting Education Worker and Outreach Workers across a district.

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.
- Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities/Responsibilities

1. Develop a strong understanding of the needs of children and families, delivering high-quality group work programmes focused on key areas such as health and wellbeing, lifestyle, parenting, and positive relationships.
2. Have line management responsibility for a BSIL delivery team including providing supervision, planning work patterns and the observation of groups.
3. Design and deliver, evaluate and monitor a varied range of evidence-based programs which meet identified needs in line with the Best Start in Life offer and the CFW Curriculum Prospectus.
4. To ensure high quality delivery, completing evaluation activity with children and parents / carers and quality assurance responsibilities as per service policy.
5. To take a lead role in the achievement of key performance indicators linked to the Best Start in Life delivery plan and wider CFW service targets.
6. To understand the needs of children and families and deliver evidence-based programs that best meet these needs, securing the potential for high engagement and positive impact and outcomes.
7. Develop relationships with children and parents based on respect and trust, ensuring they have a safe place to explore their needs, learn and develop new skills. Through establishing boundaries and challenging inappropriate Behaviour during group-based program delivery.
8. Resource and building duties, which will include opening 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. Carry out administrative and recording tasks to support effective service delivery, contributing to accurate and reliable information systems that underpin high-quality practice.

11. Respect confidentiality and be able when necessary to explain to parents/carers when there is need to share information with others to protect children.
12. Demonstrate consistently high standards of professional practice, ensuring that the needs, safety, and wellbeing of children remain central to all activities.
13. 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.
14. Work in full accordance with service policies, procedures, and recognised standards of group work, ensuring safe, ethical, and high-quality delivery at all times.
15. Engage proactively in the County Council's Performance Engagement process, taking responsibility for monitoring personal performance and implementing actions that support ongoing professional growth
16. Visibly and actively supporting and promoting the corporate activities and the values of the Council.
16. Contribute to the development of the Service through team meetings including representing the team at internal and external meetings and working groups.
17. Support the health and well-being of team members including the promotion of a positive work- life balance.
18. Visibly and actively supporting and promoting the corporate activities and the values of the Council.
19. Lead people in an inclusive way to deliver their operational objectives.

Other Requirements

- Work flexibly to meet the needs of families, this will include evening, weekend and school-holiday work.
- The key tasks and responsibilities outlined above provide an overview of the expectations of the role. This is not an exhaustive list, and the post-holder may be required to undertake other reasonable duties in line with service needs.

Other

- **Equal Opportunities**

We are committed to fostering an inclusive workplace where diversity is welcomed, valued, and celebrated. We actively encourage applications from people of all backgrounds and experiences, recognising that a diverse workforce strengthens our ability to deliver high quality services to our communities. We are dedicated to ensuring equality of opportunity in both our employment practices and the way we deliver services. All employees are expected to understand, uphold, and champion this commitment in their daily work, helping to create an environment where everyone feels respected, supported, and able to thrive. We welcome and actively encourage applicants from a diverse range of backgrounds, especially those with protected characteristics.

- **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.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

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

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 2 qualification or equivalent (or willing to work towards * achieving this within a reasonable timeframe) or substantial experience in a relevant technical, specialised or operational field *NB: Where this qualification is not already secured by applicants – they will be expected to complete this within a reasonable period of taking up employment. <i>The Level 2 qualification will be offered through an apprenticeship route within the Council.</i>	E	A
Experience:		
Experience of working directly with children, young people and families in groups or 1:1 to identify and assess their needs and make appropriate planned responses which seek to improve outcomes.	E	A, I
Experience of working with a wide range of other professionals to develop and deliver shared initiatives for children, young people and families	E	A, I
Experience of supervising staff, including ability to delegate tasks and track performance.	E	A, I
Knowledge and Skills		
Well-developed interpersonal skills, with the ability to establish and maintain good relationships with service users	E	A, I
Knowledge of the needs of children and parents and the contemporary issues that affect their lives.	E	A, I
Patience, tolerance, flexibility	E	A, I

Best Start in Life Development Worker

Group work facilitation skills and a good understanding of group dynamics and how to navigate challenging conversations	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, this will include working in the evening, 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
4. Ability to or willingness to train to drive the mobile information vehicles	D	A