

## Job Description

<b>Directorate:</b>	Education and Children's Services		
<b>Service:</b>	Early Help Service		
<b>Location:</b>	Various across Lancashire		
<b>Salary range:</b>	£25,989 - £28,142	<b>Grade:</b>	5
<b>Reports to:</b>	Best Start in Life Development Worker.	<b>Staff responsible for:</b>	n/a

### Job purpose and scope

Working under the guidance of a Best Start in Life Development Worker, post holders will play an active and collaborative role within a dedicated local delivery team. You will work alongside colleagues to support the design and delivery of Best Start in Life services and regular group work programmes for children, adults, and families, shaped by the needs of the service curriculum.

Each post holder will be aligned to one of Lancashire's ten delivery areas:

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

In this highly rewarding role, you will deliver group work and drop-in support services at identified locations utilising the information vehicles and community venues, while also contributing to delivery across the wider partnership with other agencies as required. This provides a rich opportunity to support diverse communities and develop strong professional networks across the local authority and beyond.

As a valued member of Lancashire County Council's Early Help Service, you will contribute to high-quality informal education, prevention, and early-intervention activities that make a meaningful difference to children and families. Programmes are targeted towards those who need support the most, focusing on reducing barriers to progression, improving parenting capacity, and strengthening children's resilience. Through building open, trusting, and respectful relationships, your work will help families make informed decisions and support children in reaching their full potential.

Your work contributes to delivering and continuously improving Lancashire's vision for children, young people and families:

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

Everything you do will help achieve our five key 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.

### 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. Design and deliver a varied range of engaging, needs-led activities and programmes, ensuring they are responsive, inclusive, and aligned with service priorities.
3. Build positive, trusting, and respectful relationships with children and parents, creating a safe and supportive environment where individuals feel confident to explore their needs, learn, and grow.
4. Set clear boundaries and confidently challenge inappropriate behaviour during group sessions, ensuring a safe, nurturing, and productive group experience.
5. Undertake essential resource and building responsibilities, including preparing venues for delivery, ensuring the suitability of facilities and materials, and securing buildings in line with service requirements.

6. Actively participate in ongoing training and professional development, maintaining up-to-date knowledge of safeguarding, health and safety, and emerging policy or practice developments relevant to early help and group work.
7. Carry out administrative and recording tasks to support effective service delivery, contributing to accurate and reliable information systems that underpin high-quality practice.
8. Maintain confidentiality at all times, communicating sensitively with parents and carers when information may need to be shared in order to keep children safe.
9. Demonstrate consistently high standards of professional practice, ensuring that the needs, safety, and wellbeing of children remain central to all activity.
10. Identify opportunities for improving processes and day-to-day working practices, contributing ideas that support the continuous development of the team and wider service.
11. Work in full accordance with service policies, procedures, and recognised standards of group work, ensuring safe, ethical, and high-quality delivery at all times.
12. Engage proactively in the County Council's Performance Engagement process, taking responsibility for monitoring personal performance and implementing actions that support ongoing professional growth.
13. Actively champion and promote the values, behaviours, and corporate aims of the Council, contributing to a positive, collaborative, and community-focused organisational culture.

### **Other Requirements**

- The postholder will be expected to work flexibly over evenings and weekends to meet the needs of families and service delivery in line with local provision.
- 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.

## Best Start in Life Outreach Group Worker

### 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)
<b>Qualifications:</b>		
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  <b>*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.</b> <i>The Level 2 qualification will be offered through an apprenticeship route within the Council.</i>	E	A
<b>Experience:</b>		
Experience of working with children and adults individually or in groups and in a variety of settings which demonstrate the ability to quickly engage them, establish rapport and maintain positive relationships	D	A, I
<b>Knowledge and Skills:</b>		
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
Group work skills	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

## Best Start in Life Outreach Group Worker

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.	E	A, I
<b>Other (including special requirements)</b>		
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