

Job Description Community Resilience Worker (Outreach)

Directorate:	Education and Children's Services		
Service:	Early Help Service		
Location:	Various across Lancashire		
Salary range:	£28,142 to £32,061	Grade:	6
Reports to:	SFSW – Best Start in Life Neighbourhood Worker	Staff responsible for:	n/a

Job purpose and scope

As a Community Resilience Worker, this exciting role will play a vital part in supporting families navigating periods of increased financial pressure helping them to stabilise, build resilience, and access the right support at the right time which is right for them. This role requires a strong balance of empathy, professional judgement, and practical problem-solving, to work effectively with families facing acute pressures such as financial hardship, housing insecurity, emotional distress, or significant life events.

Working flexibly across a district in our Family Hubs, community settings, and through targeted outreach, you will proactively engage with families who may not otherwise access services. Post holders will oversee the delivery of high-quality informal education, prevention and early intervention opportunities which help improve children and family outcomes. You will work alongside parents and carers in a respectful, strengths-based, and non-judgemental way, supporting them to navigate crises, reduce immediate risk, and build confidence and coping strategies for the longer term. Outreach activity will be a core part of the role, including home visits, community-based engagement, and joint working with partner agencies to ensure families receive timely and coordinated support.

Each postholders 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, the Community Resilience Worker contributes to improved family stability, safety, and wellbeing by providing early, responsive, and practical intervention. You will help families to identify priorities, access crisis and hardship support, and connect into wider Early Help, health, voluntary sector, and community services to prevent issues from escalating.

As a valued member of Lancashire County Council's Early Help Service, you will work in close partnership with colleagues across the Neighbourhood & Community Team and wider Early Help Service. You will support the development and delivery of resilience-focused interventions, brief targeted support, and practical assistance aligned to local need. This includes contributing to multi-agency plans, sharing professional insight, and ensuring families experience a joined-up and accessible service offer.

Responsibilities & Duties

The Community Resilience Worker will work alongside Lead Neighbourhood Group Worker, Neighbourhood Group Workers, Outreach Workers, and wider Early Help and community partners to support the development and delivery of high-quality, resilience-focused interventions for families navigating periods of increased financial pressure. Working as part of a supportive, joined-up network, the post holder will work collaboratively with services, families, carers, and community organisations to increase engagement with support that promotes healthy living, good nutrition, financial stability, and employability. This will include targeted outreach to families who may face barriers to accessing services, particularly those experiencing poverty, instability, or social isolation.

Community Resilience Workers will receive and respond to requests for support with care and sensitivity, working alongside families to understand their circumstances and agree the most appropriate next steps. This may include practical assistance and guidance around food insecurity, budgeting, debt, benefits, access to affordable and nutritious food, housing-related pressures and pathways into education, training or employment.

The role involves developing and delivering welcoming group-based and drop-in sessions within Family Hubs, Neighbourhood Centres and community venues, as well as contributing to outreach support within homes and local community settings where appropriate. Sessions may include a focus on:

- Healthy living and nutrition on a budget
- Building financial capability and resilience
- Improving confidence, skills, and readiness for employment, training, or volunteering

Through informal education, prevention and early intervention activities, the post holder will help families stabilise during challenging periods, reduce immediate pressures and overcome practical barriers to family wellbeing. Support will be targeted towards those most in need and shaped by local knowledge, lived experience and identified community need.

Community Resilience Workers will support families to develop practical coping strategies, strengthen problem-solving skills and build confidence and independence, helping them feel better prepared to manage future challenges. Information and guidance will empower families to make informed choices, improve household stability and enhance outcomes for both children and adults.

Central to the role is building trusting, positive, and respectful relationships with families, recognising strengths while responding with compassion and understanding during times of crisis. They will work in a non-judgemental, trauma-informed way and contribute to a coordinated, joined-up Early Help response through effective partnership working and information sharing.

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:

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

To deliver this vision we have agreed to 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.

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. Deliver a year-round, café-style Warm and Welcome drop-in offer that provides multi-agency advice, information, and signposting through a one-stop-shop model
2. Develop and deliver practical workshops with families on topics such as budget-friendly healthy eating, meal planning, and nutrition for wellbeing.
3. Provide one-to-one and group support to families facing health, nutrition, and financial challenges
4. Build positive, trusting, and respectful relationships with children, parents and carers, creating a safe and supportive environment to develop financial resilience plans, including budgeting, debt management, and accessing benefits or grants.

5. Work in partnership with Family Community Work Coaches (DWP) to deliver drop-in and group-based support that strengthens employability skills and financial wellbeing.
6. Act as a bridge between families and the DWP, supporting engagement, understanding, and access to employment-related and welfare support.
7. Support the delivery of the New Horizons' programme for adults aged 16+ experiencing worklessness, focusing on confidence-building and readiness for work or learning.
8. Work with local colleges, training providers, and employers to create clear progression routes into learning, qualifications, and work opportunities.
9. Support participants to achieve recognised outcomes and qualifications, celebrating progress and achievement to build confidence and aspiration.
10. Maintain accurate case records and track progress against agreed goals.
11. Advocate for families where needed, ensuring their voices are heard in decision-making processes.
12. Establish boundaries and challenge inappropriate behaviour during group-based programme delivery
13. Resource and building duties, which will include opening buildings for service delivery use and securing after, preparing buildings/resources, checking their suitability for use including community venues through our VCFSE.
14. 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.
15. Carry out administrative and recording tasks to support effective service delivery, contributing to accurate and reliable information systems that underpin high-quality practice.
16. Collaborate with schools, healthcare providers, and community organisations to support family education efforts.
17. Maintain confidentiality at all times, communicating sensitively with parents and carers when information may need to be shared in order to keep children safe.
18. Demonstrate consistently high standards of professional practice, ensuring that the needs, safety, and wellbeing of children remain central to all activity.
19. Identify opportunities for improving processes and day-to-day working practices, contributing ideas that support the continuous development of the team and wider service
20. Stay updated on the latest research and best practices in parenting education.
21. Work in full accordance with service policies, procedures, and recognised standards of group work, ensuring safe, ethical, and high-quality delivery at all times.
22. Engage proactively in the County Council's Performance Engagement process, taking responsibility for monitoring personal performance and implementing actions that support ongoing professional growth.
23. 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.

Person Specification - Community Resilience Worker (Outreach)

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 3 qualification or equivalent (or willing to work towards * achieving this within a reasonable timeframe) 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 3 qualification will be offered through an apprenticeship route within the Council.</i>	E	A
Experience:		
Experience of working directly with individual 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 professionals to develop and deliver shared initiatives for children, young people and families	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
Group work facilitation skills and a good understanding of group dynamics and how to navigate challenging conversations	E	A, I

Community Resilience Worker

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 evening and weekends.	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