

## Job Description

<b>Department:</b>	Children & Young People Services
<b>Division/Section:</b>	Children's Services – Integrated Front Door
<b>Job Title:</b>	Early Help Hub Coordinator
<b>Post No:</b>	011779,011780, 013485.
<b>Grade:</b>	09
<b>Reports to:</b>	Early Help Hub Team Manager
<b>Organisation Chart:</b>  Show immediate manager and any jobs reporting to this post.	<pre> graph TD     Manager[Early Help Hub Manager] --&gt; CO1[Early Help Hub Co-ordinator]     Manager --&gt; CO2[Early Help Hub Co-ordinator]     Manager --&gt; CO3[Early Help Hub Co-ordinator] </pre>
<b>DBS Check applicable?</b>	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	<b>Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?</b>  Yes <input type="checkbox"/>  No <input checked="" type="checkbox"/>
<b>Line Management responsibility for:</b>	No. of direct reports: 0 No. of indirect reports: 0
<b>Size of budget:</b> (Per annum)	State whether <i>accountable</i> for (i.e., budget holder) or <i>accounting</i> for (e.g. monitoring)  N/A
<b>Job Purpose:</b>	The Early Help Hub Coordinator will: <ul style="list-style-type: none"> <li>• Contribute to MASH enquiries by providing any current or historical involvement at an Early Help level. To share information within the MASH to inform decision making.</li> <li>• Complete Early Help Hub enquiries by speaking with parent/carers, professionals and/or referrers regarding the concerns raised.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work closely with CSC staff as part of the Integrated Front Door to ensure that services provided are targeted to needs at the earliest opportunity to prevent problems escalating and reduce demand on more specialist services.</li> <li>• Undertake research with family members and/or professionals to enable a decision to be made as to the most appropriate service to respond to the needs identified.</li> <li>• Provide advice and information to professionals about the Early Help process, resources and services that will meet the needs of children and families.</li> <li>• Inform professionals of the name of the Lead Professional and broker the identification of a Lead Professional when there is not one available.</li> <li>• Triage the need for additional Local Authority targeted support.</li> <li>• Complete EHCP requests as part of the Integrated Front Door, providing information about the families current and previous (if applicable) Early Help involvement to help inform onward decision making.</li> <li>• Read and quality assure all Early Help Assessments submitted to the 'gateway' to check for any concerns, ensure the 'voice of the child and their lived experience' is reflected and understood and Supporting Families criteria is considered. Provide feedback on quality to support professional learning and development.</li> <li>• Monitor unfinished Early Help Assessments and identify how these assessments can be moved through the system by supporting the EHA initiator to action accordingly.</li> </ul>
--	---

### Main Duties and Responsibilities:

#### 1. Leadership

To provide advice, guidance and support on early help to MASH colleagues

To provide advice, support and guidance to professionals completing Early Help Assessments to ensure quality standard is met

To manage allocated work and alert line manager of any safeguarding concerns

#### 2. Partnership Working

To liaise directly with a range of key partners to ensure up to date and accurate information on families, including their current situations and barriers to progress, is obtained. To build strong, trusting working relationships with Lead Professionals to enable the open sharing of information where appropriate.

To support partner agencies through advice and guidance on data input to meet the requirements of the signed individual partner Information Sharing Agreements and liaise with partner organisations for information which may not have been inputted into systems to address this.

#### 3. Advising and Supporting

To provide comprehensive professional and consistent advice and support around Integrated Processes for practitioners encouraging the use of the 'Effective Support for Children and Families in Peterborough' document (formally the Peterborough Threshold Document) and the planning of subsequent interventions.

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------

To provide advice in respect of changes in legislation, national and local trends as they relate to the Early Help Assessment framework.

To communicate effectively with Members of the Council and other colleagues and respond appropriately in a timely manner to requests for information.

#### **4. Workforce Development**

To provide advice, support and guidance to practitioners within MASH and professionals completing EHA's where additional support is needed.

To participate in relevant research and development opportunities.

#### **5. Developing and Promoting Good Practice**

To disseminate relevant information to practitioners to enhance the delivery of integrated processes and tools such as the CCE/CSE Risk Assessment forms.

To contribute to the development of good practice with partners across Peterborough.

To develop a good working knowledge of services across Peterborough and identification of appropriate resources which support children, young people and families and to keep an up to date 'directory' of services available.

To maintain and update current knowledge on legislation, Council policies and procedures, practice guidance notes and good practice.

#### **6. Quality Assurance**

Track and monitor the Early Help Assessment, plan and review process, providing advice and guidance as required.

To maintain appropriate case management systems in accordance with business needs.

To liaise with service users as appropriate, ensuring feedback of service user experience is gathered, analysed and used to inform service improvement.

<b>Generic Responsibilities:</b>	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health &amp; Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
<b>Flexibility Clause:</b>	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
<b>Variation Clause:</b>	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable</p>

	changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.
--	--

**DATE: October  
2024**

**COMPLETED BY:** Nick Crippa

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------

## Person Specification

<b>Job title:</b>	Early Help Hub Coordinator	<b>Directorate:</b>	Children & Young People Services
<b>Grade:</b>	09	<b>Service / Team:</b>	Children's Services - IFD
<b>Date:</b>	October 2024	<b>Completed by:</b>	Nick Crippa

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of the Early Help agenda (A/I)</li> <li>• Knowledge of the national Supporting Families agenda (A/I)</li> <li>• Knowledge of children and family assessment frameworks. (A/I)</li> <li>• Knowledge of Safeguarding Practices</li> <li>• Knowledge and experience in the use of integrated processes and tools to identify and support children, young people and families requiring additional support in order to improve outcomes (A/I)</li> <li>• Awareness of the range of issues affecting families (A/I)</li> <li>• Knowledge of support services for children young people and families (A/I)</li> <li>• Knowledge of partnership working at all levels including an understanding of the organisational structures of public and private organisations partner agencies (A/I)</li> <li>• Competent working knowledge of common ICT software applications and willingness to learn job specific applications including the Liquidlogic EHM/LCS system and Salesforce (A/I)</li> <li>• Knowledge and understanding of relevant legislation and child protection procedures. (moved to essential from desirable) (A).</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Health and Safety Legislation (A)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to work across agencies, challenge existing working practices and to suggest appropriate changes (A/I)</li> </ul>	Ability to consult with children, young people and

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------

	<ul style="list-style-type: none"> <li>• Ability to broker solutions between agencies (A/I)</li> <li>• Ability to work with tact and diplomacy and approach Lead Professionals with confidence and sensitivity (A/I)</li> <li>• Ability to motivate others and take decisions. (A)</li> <li>• Able to communicate effectively by telephone, verbally and in writing with professionals and service users (A/I)</li> <li>• Able to engage and build a rapport with Lead Professionals and partner organisations (A/I)</li> <li>• Ability to maintain information systems, capable of capturing the wider range of partnership information for monitoring and reporting requirements (A/I)</li> <li>• Ability to monitor outcomes, achieve targets, evaluate projects and report results (A/I)</li> <li>• Strong problem-solving skills to handle a changing environment with at times conflicting priorities. (A/I)</li> <li>• Ability to perform effectively under pressure and to meet challenging deadlines (A/I)</li> <li>• Ability to work effectively alone and as part of a team (A/I)</li> <li>• Commitment to improving services for families in Peterborough (A/I)</li> </ul>	families to bring about improvement to services (A/I)
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working in multi-agency and multi-disciplinary settings (A/I)</li> <li>• Experience of successful partnership working involving facilitating change. (A/I)</li> <li>• Experience of working with other partners and agencies</li> <li>• Experience of working as part of a team including defining a common purpose, sharing information and working under pressure towards targets (A/I)</li> </ul>	Experience of working in a criminal justice, substance misuse, health, local authority, children's or related services
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSE's grade A to C (or equivalent) in English and maths (A/I)</li> <li>• 3 x A levels / NVQ level 3 qualification (or equivalent) (A/I)</li> <li>• Evidence of ongoing professional development (A/I)</li> </ul>	
<b>PERSONAL CIRCUMSTANCES</b>		
<b>EQUALITY</b>	Candidates must demonstrate an understanding of, acceptance and commitment to the principals underlying equal opportunities. (A/I)	

<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A/I)	
----------------------	--	--

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed:  
(A/I) Application / Interview, (P) Presentation, (W) Written Test.]*

	Date Issued: February 2017	Last updated: June 2023
--	----------------------------	-------------------------