

FAMILY HUB WORKER

Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

JOB ADVERT

Early Help Delivery and Interventions Worker

Permanent Post

Full Time 36 hours

Based predominantly in South Family Hubs

Closing date 12.06.26

Interview date 23.06.26 / 24.06.26

This is a key role within our **Early Help Service**. Although your main base will be Marie Clarke/Seaforth Family Hub, the service is delivered **borough-wide**, and there is an expectation that successful candidates will be **mobile and flexible** during the working week.

Our **Family Hubs** are inclusive, supportive spaces designed to help families and young people navigate challenges they may be experiencing and to provide opportunities for connection, learning and support.



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major Northwest cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

JOB PURPOSE

1. To engage and empower children, young people and families through working alongside them in a strengths-based way to provide the right help at the right time
2. To deliver appropriate interventions, activities to engage, empower and enable families to find their own solutions to their issues and to develop resilience.
3. To be responsible for safeguarding and promoting the welfare of children, young people (0 – 19), their families and adults by delivering high quality interventions, acting as their single point of contact, coordinating a holistic, multi-agency support plan for children and their families
4. To promote engagement with universal and the voluntary sectors
5. To work in partnership with partners such as Health Visitors, Schools, Early Years providers, Housing, voluntary sector, etc to empower families to sustain positive behaviour changes



MAIN DUTIES

1. Effectively manage and progress a caseload to achieve positive outcomes based on a solution focussed, strengths-based approach.
2. Assess and identify levels of risk, vulnerability and safeguarding via an Early Help Assessment, ensuring that the child's and individuals or families voice is captured throughout the whole assessment and intervention process.
3. Deliver targeted activity working either on a 1-1 basis or in groups using a holistic approach to address any identified needs for the family in agreement with the family
4. Co-produce with the family protective, supportive and needs led plans and review in line with practice standards.
5. Maintain accurate records of all assessments, plans, actions and reviews Record all agreed exit strategies and ensure that the strategies are enacted in a timely manner
6. Participate in reviews, meetings and other forums as required in line with the one worker one family approach to engage, empower and enable positive steps towards change.
7. Support the Family Hub Manager in the day-to-day coordination of the Family Hub, ensuring agreed protocols for service delivery and the sharing of resources are implemented. The postholder will adopt a solution focused, problem solving approach to ensure any issues are addressed promptly and effectively.
8. Develop own knowledge of internal and external support services who work with families. Meet and greet families into the Family Hub and provide advice, support and signposting to the relevant support services to meet their needs. Make necessary referrals to relevant services as and when needed.
9. Work closely with Family Hub front of house staff ensure that the Family Hubs provide a welcoming environment for families. Utilising display boards to advertise the range of services available from Family Hubs and ensuring the Early Help Partnership online directory is up to date with all provision delivered via Family Hubs. Responsibility for Facebook pages and making this engaging, up to date and relevant to families.
10. Increase parental engagement to strengthen family relationships and support children's education using a restorative, strengths-based approach



11. Undertake home visits independently to family homes to discuss and identify the needs of the family. Appropriate questioning, challenge and professional judgement to be used to determine what support is required, this may include support from Family Hubs, other services or statutory intervention. Appropriately identify any safeguarding concerns and report and respond appropriately. Ensure that engagement is captured via IT systems to evidence the journey of change through recording and maintaining accurate case notes, family interactions and assessments.
12. Work co-operatively with colleagues and partners to share information, ensuring a joined-up approach, through relationship building and collaboration across the Partnership to build capacity and ensure Early Help becomes everyone's responsibility.
13. Work as part of a multi-agency team around a Family Hub to improve outcomes for families
14. To deliver evidence based and other appropriate training courses either to individuals or groups as relevant and appropriate
15. Work in partnership with families to support parental understanding of their role in their child's development supporting their learning and understanding of child development
16. Signpost parents to activities within the community to build resilience within the family. Support family members to develop skills to enable them to carry out household tasks such as budgeting, supporting health and hygiene, increasing parental confidence and capacity.
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18. Build close links with and offer awareness raising/support to schools, early years providers and education stakeholder groups to ensure that all providers are informed of key community assets and developments
19. Support the planning and delivery of creative and engaging consultation events and activities, to understand and gather information from a diverse range of people on local needs and issues.
20. Promoting Family Hub provision at various events including parent's evenings, staff forums and other opportunities to raise awareness of Family Hub services.



21. Ensure that the families information data is lawfully gathered, accurate, up to date and only divulged in accordance with the Data Protection Act 1998 and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Department facing legal court proceedings.

22. Ensure Quality Assurance Framework, legislation, regulations, policies and procedures are central to all good practice.

23. Engage within the development of the service and CPD through PDR, training team / service meetings, council events and supporting raising awareness sessions across the partnership on key and emerging issues

24. Utilise appropriate marketing techniques to promote awareness of the service and represent the service at events as required.

SPECIAL CONDITIONS

1. A car allowance mileage rate payable as appropriate.
2. The post holder will be expected to move between locality delivery points depending on the needs of the service
3. The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order. For further information, please refer to DBS filtering guidance at www.gov.uk/dbs.
4. Since confidential information is involved with the duties of this post, the post holder will be required to always exercise discretion and to observe relevant codes of practice and legislation in relation to data protection and personal information.
5. Undertake, and participate in training, coaching and development activities, as appropriate

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

All staff has a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.



The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the post holder has a disability, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job

Date TBC

Designation Service Manager Early Help.

Person specification: Family Hub Worker

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
Maths & English GCSE equivalent	D	AF/I
Qualification equivalent (Level 3) related to job role e.g Childhood studies, Early Years, Health & Social Care, Youth Work	D	AF/I
Practical and procedural knowledge of delivering support to individuals and families. Procedural and policy knowledge relative to assessments, case management and safeguarding.	E	AF/I
Significant experience of delivering Support to individuals and families	E	AF/I
<u>Experience</u>		



Experience of working with families, developing plans based on the assessed needs of the family	E	AF/I
Experience of identifying levels of risk, vulnerability and needs	E	AF/I
Practical experience of supporting families and offering interventions	E	AF/I
Experience of using IT systems to maintain accurate records and management data	E	AF/I
Experience of working within a multi-agency arena and contributing to multi-agency meetings	E	AF/I
Supporting learning and development	E	AF/I
Promoting a positive culture	E	AF/I



<u>Knowledge / Skills / Abilities</u>		
Ability to manage casework	E	AF/I/P
Ability to assess and deliver activity within the early help offer as the main point of contact	E	AF/I/P
To work in an anti discriminatory, non-judgemental way and build trust	E	AF/I
Ability to challenge children, families and individuals and intervene as necessary in a restorative way	E	AF/I
Excellent interpersonal and communication skills and a person/family centred approach	E	AF/I/P
A broad knowledge of safeguarding procedures and when to implement the escalation policy	E	AF/I/P
An ability to develop a good working relationship with colleagues and partners to deliver a co-ordinated response	E	AF/I
A good working knowledge of the activities provided	E	AF/I



<p>An ability to advise, guide, negotiate and influence children, families and individuals in terms of delivering appropriate levels of care.</p>	<p>E</p>	<p>AF/I/P</p>
<p>Knowledge and awareness of issues which may have an impact on families such as domestic violence, abuse, mental health difficulties, substance misuse, poverty, early years development and housing issues.</p>	<p>E</p>	<p>AF/I</p>
<p>The role requires frequent travel between venues across the borough, therefore a full driving licence and / or access to transport is essential</p>	<p>E</p>	<p>AF/I</p>

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.



- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

