

Kent County Council

Job Description: *Family Hubs Participation & Engagement Worker*

Directorate:	Children, Young People and Education
Unit/Section:	Kent Family Hub
Grade:	KSG
Responsible to:	Partnership and Participation Manager

Purpose of the Job:

To work alongside the Family Hub delivery team to coordinate participation and engagement across the Family Hub Programme and Start for Life agenda.

Family Hubs will offer whole family support from conception through to age 19, or up to 25 for children with special education needs and disabilities.

The engagement of parents & carers and ensuring participation in the codesign of the Family Hub model is a core part of family hubs. The post holder will be responsible for ensuring parents & carers are involved in shaping new and existing services and how they are designed and delivered. Supporting and developing clear processes for parents, carers & young people to provide feedback on services and improving services available locally.

Main duties and responsibilities:

- Lead and support a programme of consultation & engagement activities across the county with parents, carers & young people.
- Ensure the voices of families including young people are represented and feed into the co-design of the family hub model.
- Co-ordinate digital and virtual engagement including via KCC social media channels & Let's Talk Kent.
- Ensure seldom heard voices are informed, heard and engaged, providing support to engage these parents & carers in the co-design of services.
- Provide support to parents, carers & young people to communicate effectively to ensure that their views are heard within the programme of work.
- Be responsible for advocating for the voice of parents, carers, children & young people in the development of Family Hubs at workstream planning and steering group meetings.

- Develop relationships with existing groups including VCS groups and use their experience/contributions to inform the co-design of Family Hubs.
- Establish rapport and build a respectful, challenging and supportive relationship with clear professional boundaries with parents, carers and young people.
- Support in the rollout of training to staff, developing the wider services approaches to co-design & coproduction using the Lundy Model and best practice.
- Establish effective monitoring and evaluation procedures to ensure that the quality of co-design & coproduction and create proactive feedback loops.
- Collating and synthesizing feedback, preparing presentations or reports to share feedback across the service areas and ensure all monitoring and reporting is up-to-date and timely for DfE returns, and as requested by the Programme Manager.
- Ensure the project's Health and Safety and Equal Opportunities Procedures are in accordance with KCC ICS Quality Assurance, Health and Safety and Equal Opportunities Policies.
- Attend training events to develop skills and knowledge based on identified learning needs.
- The post-holder will be expected to work flexibly within a specific geographical area and with parents, carers & young people at times which suit them. This will include evenings, weekends and during school holiday periods as appropriate; this will be coordinated by iTHRIVE & Participation Team alongside the Family Hub delivery team and CYPE Service Managers.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Family Hubs Participation & Engagement Worker*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">Professional level 3 qualification in working with families and young people or alongside extensive experience
EXPERIENCE	<ul style="list-style-type: none">Effective experience working directly with and in partnership with parents & carers and young peopleExperience of working with vulnerable families and engaging them within activities or servicesExperience of developing & leading new initiatives, specifically around supporting parent & carer engagementExperience of developing session plans and activities to engage parents, carers and/or young peopleExperience of working with a range of settings & in partnership with voluntary & community organisations
SKILLS AND ABILITIES	<ul style="list-style-type: none">Ability to work effectively with parents, carers and young people, as well as colleagues at all levels, and to build effective partnerships internally and externally to KCCAbility to plan, deliver and evaluate programmes of work, including engagement activities & training for parents, carers & young peopleAbility to follow processes and procedures which safeguard families & young peopleAbility to build relationships with parents, carers & young people on equal terms whilst maintaining professional boundariesCommitment to equalities and the promotion of diversity in all aspects of workingAbility to deal with difficult/sensitive situationsExcellent interpersonal skills and a good team playerAbility to work with minimum directionBe organised, flexible and adapt quickly to the varied demands associated with the post; prioritising workload and meeting deadlinesAbility to network and build the confidence of partnersAbility to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.

KNOWLEDGE	<ul style="list-style-type: none"> • Broad understanding of legislation and national developments relevant to Family Hubs, Health & coproduction best practice • Knowledge and practical experience of Microsoft programmes
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>