



# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

<b>JOB TITLE:</b>	Early Help Project Support Officer		
<b>GRADE:</b>	G5	<b>SERVICE AREA:</b>	Early Help Childrens Services
<b>JOB CODE:</b>	CHI330PROJG5- JE checked 05/04/2022		
<b>REPORTS TO:</b>	Early Help Parenting Lead	<b>LOCATION:</b>	TBA
<b>SPECIAL CONDITIONS:</b>	This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers		

## 1. Main purpose of the job role:

Early Help can offer children, young people and their families the support needed to reach their full potential, it can improve the quality of a child's home and family life, enable them to perform better at school and support their mental health" (EIF 2018).

The Early Help Service is intrinsically linked to the Supporting Families provision; targeted interventions for families experiencing multiple problems, who are in need of support in order to improve a child, young person & family's resilience and outcomes and reduce the chances of problems getting worse in the future.

The main function of the role is to provide the Early Help service and wider Partnership with **Project Support to provide an effective service**, including initiating, undertaking and completion of tasks, on behalf of Early Help Group Manager, Parenting Lead, Locality and Partnership Managers. To work with other colleagues to provide; efficient support, which maximises organisational technology in all its forms. To provide a quality support service, which underpins Early Help in delivering its core statutory business in the seamless way, whilst also operating in a way that provides robust system based audit trail across all areas of activity and compliance with national legislation and local policies, procedures and priorities.

The work specifically focuses on the following:

- **Early Help – Supporting Families Projects:** data inputs, data returns, and design of evaluation around projects and interventions, co-ordination of information to feed complex data sets, measurements and payment by results and performance information to Early Help Managers.
- **Early Help Multi agency 'Partnership' & 'Project' Work:** providing specific support to the project officer and on a range of projects, meetings & interventions and services to children, young people and families: Including Early Help Steering Group, Young Carers Steering Group, Parents / Young People's Forums, Reducing Parental Conflict Project and other Partnership and Project work.
- **Early Help –Parenting Programmes, Group Work Activities & Volunteer Projects:** Support to the parenting lead/ volunteer co-ordinator, parenting team; processing referrals, inputting data including co-design of systems to monitor, report, track and measure parenting programmes and volunteer activity within the Early Help Service.
- **Early Help Locality Family Hub support & support to 'Early Help Self Help' Websites, Technology & Media platforms:** support the service area to ensure up to date information and resources are available to key partners, parents/cares, children and young people, including input and utilisation of 365 Teams, Council Websites, Facebook, Twitter and other related media.

## **2. Role specific duties and accountabilities:**

### **Early Help – Supporting Families Projects –**

- Collation and transfer of information from client case management systems (eg Mosaic, Capita One etc.) into the Supporting Families case management system through data entry, and checking accuracy of information held across systems.
- Support the project management function in preparing reports, folders and other information for the purposes of monitoring the programme.
- Organising and servicing meetings with external and internal partners.

### **Early Help ‘ Multi-agency Partnership’ & ‘Project’ Work:**

- Provide the first line of support
- Supporting the growth of the multi-agency Partnership; organising and supporting large and small-scale partnership events and briefings.
- Maintaining and coordinating the;  
Early Help Steering Group, Young Carers Steering Group, Parents/Carers and Children & Young Peoples forums, meeting and its attendees, holding information around terms of reference, attendee lists, supporting the Early Help Steering Group Chair with ongoing activities/compiling action plans/action logs and RAG management of actions.
- To be responsible for independently coordinating the Early Help Multi agency Partnership meetings with internal and external parties (identifying appropriate agency attendance), coordinating all arrangements, including ensuring all required paperwork is completed within statutory timescales and circulated to relevant parties, preparing and distributing agenda items, information packs and any other documentation required.
- Organise and attend non-statutory meetings and working parties to take action points minutes/notes as necessary, formalising notes and minutes into appropriate formats and distributing accordingly.
- Specific use of systems across the partnership to support the Multi agency Early Help Partnership activity, specifically Power BI, Capita, Mosaic usage.
- Working with the Children Services Performance Team in designing back office tracking systems and providing oversight of (finance, take up data, outcome data) for externally funded projects like children missing education, outside the classroom or oversight of other funding received to the service.
- Working closely with the Early Help Project Officer and managers to flag issues and concerns with any of the Early Help projects.
- To support the co-ordination of training packages for pre and post training information for delegates around Early Help business such as but not limited to Lead Professional Training, Outcome Star training, Reducing Parental conflict training and other training associated with Early Intervention and support.
- To support the design and tracking of training with wider colleagues support in Workforce & development of Early Help Training activity and training outcome evaluation.
- Working with the Performance Team in the designing of a range of back office tracking systems including Young Carers Service, Volunteers and other initiatives lead on by Early Help Service.
- Working with and supporting the Early Help Project Officer in monitoring financial spends on the internal and externally funded projects and working with budget holder to understand and flag where necessary the financial position on externally funded projects.
- To monitor financial transactions undertaken in the office, ensuring they meet the Council's audit procedures and financial regulations.
- To hold a purchase card to the required level of authorisation.
- To undertake banking arrangements in line with finance audit procedures.

- Arrange cost reimbursement for enquiries carried out on behalf of internal / external project partners, volunteers, or spends around other areas specific to Early Help business activity.
- Arranging transport for children and families to groups through close working with transport team and project leads, supporting the Early Help Parenting team where required.
- Providing support to all Early Help teams that are building virtual & web based services.
- Contribute to the health and safety oversight of groups and interventions to children, young people and families.
- Contribute to the design of new evaluation tools, research projects, designing of surveys, questionnaires and systems to measure outcomes.
- Any other duties falling under the Supporting Families and Multi agency Early Help Partnership internally funded or externally funded Early Help Projects.

### **Early Help –Parenting Programmes, Group Work Activities & Volunteer Projects:**

- To undertake telephone duties to internal, external partners and members of the public enquiring about parenting support programmes.
- To process requests for parenting support through Mosaic / Tribal systems and offer a high level of customer care and support to ensure parents/carers are able to access online, virtual, face to face parenting support programmes.
- To work closely with Parenting Lead / Team and Performance Team to ensure systems are in place for monitoring take up, retention, and outcome data in respect of parenting programme delivery.
- To work with the Performance Team in bringing together existing systems for tracking parenting delivery across the borough and mapping of parenting support in terms of locality and partnership provisions of parenting.
- To support parents/carers and other Early Help customers in accessing virtual and digital parenting support programmes and provide 'back office' support to the running of face to face and virtual programmes.
- To support parents/carers in the completion of pre and post evaluation data, monitor evaluation data take up and support the compilation of reports where necessary for Early Help managers and Partners.
- To be part of the support systems to Early Help volunteers – processing and checking mileage, out of pocket expenses, and overseeing systems to ensure volunteers complete mandatory / ongoing training
- To facilitate DBS checks for volunteers.
- To be a point of contact for Volunteers for the safety and wellbeing of volunteers.
- Inbox management on behalf of parenting, projects, volunteer and service user voice groups.
- To keep electronic filing systems up to date, including input to service user records on mosaic where necessary.

### **Early Help Locality Hub support & support to 'Early Help Self Help' Websites, Technology and Media platforms:**

- To undertake inbox/ web based contacts on behalf of Early Help: partnership, projects, parenting, volunteers and locality teams.
- To contribute to the design and input of information for Early Help 'Self Help' website, leading with the Early Help Marketing Lead on the input of content of Early Help to all Early Help's associated websites.
- Facilitating design and collaborative working practices through Microsoft 365 apps within the relevant teams across Early Help
- To liaise as appropriate with the ICT (Web Team) to ensure Directorates internal and external web pages are clear, up to date and access to information is constantly improved.

- To contribute to the marketing activity of Multi Agency Early Help Partnership and services, projects and interventions on related media such as face book, twitter, and other related media platforms for parents, children and young people.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

<b>JOB TITLE: EARLY HELP PROJECT SUPPORT OFFICER</b>		<b>GRADE 5</b>
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b><u>Behaviours:</u></b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	Not Applicable
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Excellent communication skills with the ability to communicate with all levels senior manager, managers, internal staff, partners, parents, children and young people	A/I	3
Able to be assertive and confident with excellent organisation skills	A/I	3
Ability to manage and prioritise heavy and competing demands workload, using independent decision-making skills.	A/I	3
Excellent IT skills that must include, Excel, Word, Outlook, PowerPoint, Capita, and Mosaic (client management systems).	A/I	3
High level of skill around Microsoft applications including 365 Teams, forms/ survey design and other associated apps	A/I	3
Ability to input, report and analyse to a moderate level data and statistics	A/I	3
Ability to design and oversee financial recording systems, project reporting mechanisms and evaluation of services.	A/I	3
Excellent written communication skills, including producing minutes and reports and other written communications.	A/I	3
Skilled in website oversight & input, and design of media for platforms such as face book / twitter.	A/I	2
Good understanding of the provision of excellent customer service to parents, children and young people.	A/I	3

Good understanding of health and safety practices in relation to buildings, individuals and provision of services to children, young people and families.	A/I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Good level of knowledge around Early Help/ Early Intervention activity in the provision of services to meet the needs of CYP and families	A/I	3
Knowledge of and experience of inputting to websites	A/I	3
Experience of coordinating/ administrating for small or large-scale projects inclusive of financial reporting.	A/I	3
Experience of close partnership working on shared agendas, shared projects and the co-ordination/administration of multi- agency partnership working practices.	A/I	3
Experience of designing systems to track, monitor and report, including timeliness tracking systems	A/I	3
Experience of designing evaluation systems and mechanisms to collect and collate evaluation.	A/I	3
Experience of utilising Microsoft forms/IT/ Microsoft Apps	A/I	3
Experience of using systems to advertise services/ share information – Facebook / twitter/ websites etc.	A/I	3
Experience of supporting virtual connections – virtual training, virtual parenting programmes	A/I	3
Experience of organising both virtual and face-to-face events / groups and overseeing the running of groups/ events.	A/I	3
Experience of working with parents / members of the public to aid access to services.	A/I	3
Experience of data inputting to a high quality level assuring accuracy and tight processes are in place.	A/I	3
Evidence of continuous professional development (where applicable)	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Minimum of Level 2 Administration	A	
GCSE A to C or equivalent in English and Maths	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
<b>NOTE:</b> The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
<b>Prepared by:</b>	Georgina Atkins- Parenting Lead	<b>Date:</b> April 22