

Post Specification

Date	April 2025
PG Number	8548
Post Title	Family Help Worker – Activities & Outreach
Job Family	Organisation Support
Job Family Role Profile	OS7
Final Grade	Grade 8 (including JWC's)

To be read in conjunction with the job family role profile

Service Area description

Supporting the delivery of the Holiday Activities and Food Programme, located within the Family Help, Prevention and Youth Justice Service.

Purpose of this post

- Provide data insight to support funding applications.
- Provide effective and efficient project support services for the delivery of externally funded activities such as the Holiday Activities and Food programme.
- Provide support and data analysis, in relation to relevant commissioned contracts such as Young Carers and Youth Infrastructure.
- Provide support to the wider Family Help team to ensure service delivery.

Key job specific accountabilities

Main responsibilities include:

- Holiday Activity and Food programme & other externally funded programmes:
- Assessing the need and potential gaps in provision across Cumberland, ensuring a good range of activities and geographical ward spread; managing a smooth application process for new and existing Cumberland HAF providers; and collating systematic feedback to secure top quality provision.
- Work with providers to ensure that all activities contribute to the personal and social development of young people by keeping them safe and healthy, enjoying school and making a positive contribution to their local communities.
- Work with children and young people to ensure that the needs and wishes are at the heart of service provision. Undertake evaluation of HAF activity sessions, complete appropriate monitoring documents and submit required paperwork on the stipulated date and time. Deliver evidence-based child and young people development programmes.
- Due diligence and quality control: Leading on strong due diligence processes, by ensuring grant agreements are signed, whilst paperwork and policies are collected and stored. Proactively reviewing and recommending ways to strengthen due diligence processes, including liaising with Cumberland Council's commissioning and legal teams. Work with colleagues from finance to ensure budget sheets are up to date based on information from E5.
- Monitoring: Regularly review delivery against quality objectives, ensuring quality control across the programme and periods, checking provider spend to ensure funds are being spent appropriately and processing payments/clawbacks, where necessary. Where necessary develop and implement improvement plans for providers.
- Quality Assurance: Coordinate quality assurance visits at HAF provisions for staff from the Family Help, Prevention and Youth Justice Service. Create a system where assurance records are recorded and centrally stored.
- Data, Insight and Reporting impact: Collate information to enable the Family Help Manager – Activities & Outreach to report to the Department for Education with qualitative and quantitative data evidencing the impact of the HAF programmes.

- Support the Family Help Manager – Activities & Outreach to analyse data from case management and booking systems to examine provider performance and the reach of the HAF programme. Attend local meetings and events as required, cascading relevant information and insight to contribute to the development of the HAF Programme.
- Communications: Raising the profile of HAF across Cumberland, among schools, families, children and young people and the council. Compiling social media assets, posters and impact reports.
- Safeguarding: Supporting providers with any safeguarding concerns, seeking advice and escalating where appropriate.
- Problem solving: Responding in a proactive and agile way to any challenges that may come up including queries around the HAF booking system. Working to minimise risks and troubleshooting where problems arise.
- Partnership working: Work with providers to ensure the health and wellbeing of young people and where appropriate liaise/refer to other supporting agencies. Contribute to the delivery of the Prevention bus Hub2U in schools and communities as requested. Undertake outreach work, providing support for children, young people and their families including home visiting, community visits, evening work coordinating work as part of the team around the child.
- Work with colleagues in wider Family Help, Prevention & Youth Justice Service to teams to offer support to young people engaging in anti-social and offending behaviour.
- Work with health colleagues tackling food poverty, obesity and social inequalities in line with national health campaigns.
- This job description is a guide to the duties you will be expected to perform. It is not an exhaustive list, and you may be required to undertake other tasks and duties not listed that are reasonably commensurate with the job role and grade of the post.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> • Relationship development with delivery partners. • Support and advice to an extensive number of countywide networks across the programme.

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications

- NVQ Level 2 or 3 in appropriate discipline or equivalent or knowledge in the relevant work area.
- At least 3 GCSE A-C grades or equivalent including English and Maths.
- Recognised IT qualification.
- Commitment to continuing personal and professional development.

Knowledge

- Knowledge of the Third Sector.
- Knowledge of the Holiday Activity and Food Programme key priorities.
- Relevant knowledge of funding sources associated with Third Sector Development.
- Appropriate knowledge relating to confidentiality and security legislation, budget processes, contracts, best value and organisational priorities.

Experience

- Experience of business processes in public sector/private sector.
- Extracting information and drafting statistical and narrative reports.
- Interest in project management Project Management.
- Able to work innovatively to develop more effective service delivery.

Expertise

- Team working and effective working relationships.
- Excellent ability to communicate both orally and in writing.
- Adaptability and resilience with the ability to deal effectively with change and a drive to deliver improvements.
- Ability to develop co-ordination and facilitation skills.
- Self-motivating, able to prioritise own workload to meet deadlines and provide a high-quality service.
- Able to work effectively on own initiative and cooperatively as part of a team.

- Ability to maintain confidentiality and secure confidence and trust of colleagues and partners.
- Able to develop and maintain effective working relationships.
- Able to work on own initiative, work under pressure and achieve deadlines.
- Computer literate and ability to work with computer systems and Microsoft Office suite of programs.
- Professional integrity, reliability and consistency.
- Able to deal sensitively and calmly with difficult and complex situations.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check. The level of check required is:
 - DBS Enhanced – Children.

Job working circumstances

Emotional Demands

- None

Physical Demands

- None

Working Conditions

- Normal

Other Factors

- Requires the ability to travel around the designated area and county to undertake duties.
- Requires flexible working with occasional evening work.