

Role Profile

Job Title:	Family Navigator
Location:	Colindale
Department:	Child and Family Early Help
Directorate:	Family Services
Grade:	H
Type of Working:	Office Based and outreach
Reports to:	

- **Job Purpose:**

Family Support Navigators form a vital part of the Early Help Service within Family Services. They will work as part of a multi-disciplinary team within the MASH (multi agency safeguarding hub) to process all incoming referrals, matching need to service to ensure families receive appropriate support at the earliest possible time. The post will work closely with our locality based Best Start Family Hubs in order to keep abreast of services available to children and families in their local area and ensure appropriate Early Help Services are in place.

Key Responsibilities:

- Family Navigators process, investigate and analyze incoming referrals through the MASH, comprehensively matching need to service, across the Early Help offer in Barnet
- Family Navigators will apply their strong knowledge of pathways and thresholds in advising service users and partners to get the right help at the first instance
- Family Navigators will analyze data from MASH to monitor emerging need across the Borough and provide appropriate support based on need. This will be shared with the Best Start Family Hubs so they can align their offer and support.
- Family Navigators will offer information, advice and guidance to families and professionals regarding Early Help Services to prevent issues escalating and requiring statutory involvement
- Family Navigators will develop Barnet's partnership working across universal Early Help Services including education, health, housing & VCFS, providing

professional support with a focus on developing practitioner confidence and the earlier identification of families in need of early help.

- Family Navigators will offer outreach work in the community promoting the Early Help offer to partners and families
- Family Navigators will be abreast of the offer across partnerships and lead on a joined up approach to working

1. Key accountabilities:

- Raise awareness and promote the Best Start in Life offer and the Best Start Family Hubs
- Attend early Help meetings to keep knowledge of local and borough wide offers for families
- Work collaboratively with the Best Start Family Hubs, Parenting Hub, existing Children's Centres and our youth Team as well as wider partner networks to build outstanding offers for families
- Family Navigators will have short term direct contact with families in order to process and analyse referrals, thinking whole family and matching need to service. However, they will not be allocated case work
- Family Navigators will contribute to MASH assessments on the direction of the MASH leads .

2. Financial Responsibilities:

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values.
To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	Family Navigator
Location:	Colindale
Department:	Child and Family Early Help
Directorate:	Family Services
Grade:	H
Type of Working	Office based with outreach
Reports to:	

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Degree level or equivalent relevant qualifications	Essential	Application
Experience & Knowledge		
Demonstrable lived or learned experience and understanding of life challenges.	Essential	Application/Interview
Experience of relating to adults, children and young people positively both as individuals and in groups	Essential	Application/Interview
Experience of working, communicating and interacting with a wide variety of people and/or working within community-based services	Essential	Application/Interview
Strong understanding of the Barnet Menu of Intervention and Early Help Offer	Essential	Application/Interview
Understanding of the demographics of the Borough and services available within it	Essential	Application/Interview
Skill & Ability		
Excellent communication, and relationship-building skills.	Essential	Application/Interview

Ability to work collaboratively in a team	Essential	Interview
Good administrative and IT skills with a working knowledge of EHM and other database	Essential	Application/Interview
Effective communication skills, written and oral including excellent listening skills	Essential	Application/Interview
Ability to present information clearly	Essential	Application/Interview
Ability to liaise effectively with other services and professionals	Essential	Interview
Ability to deal with sensitive issues, manage conflicting views and expectations and cope with unpredictable issues and behaviours	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview

Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview