

Role Profile

Job Title:	Best Start in Life Family Support and Outreach Worker
Location:	Borough Wide
Department:	Child and Family Early Help
Directorate:	Family Services
Grade:	Grade H
Type of Working:	Hybrid Working
Reports to:	Best Start in Life Co-ordinator

Job Purpose

To contribute to the delivery of Barnet's Best Start in Life (BSIL) and Family Hub vision by providing family support, outreach and early intervention services to children aged 0–5 years and their families. The post holder will work directly with families, communities and partner agencies to improve access to services, reduce inequalities, strengthen parenting confidence, promote school readiness and support children to achieve the best possible outcomes.

Key Responsibilities:

Contribution to Best Start in Life

- Build trusted relationships with families through outreach, home visits, telephone support and community engagement activities.
 - * As a Caseworker, undertaking Early Help Assessments (EHA) and associated family support work, as allocated by the BSIL Family Hubs.
 - * To deliver a range of BSIL interventions, activities and programmes for children, young people and families
 - * Represent BSIL at community engagement events
 - Identify families who may benefit from additional support and facilitate access to appropriate services.
 - Provide information, advice and guidance to families regarding local services, childcare, health, parenting support and community resources.
 - Promote family engagement within Best Start in Life Family Hubs and community services.
 - Support delivery of Best Start in Life priorities, improving outcomes for children aged 0–5 years.
 - Undertake targeted outreach to engage families who may be less likely to access services.
 - Work collaboratively with health visitors, midwives, early years providers, schools and community organisations.
 - Promote family voice and ensure parent feedback informs service development.
- Maintain accurate records and contribute to monitoring and reporting requirements.

Training and Workforce Development

- Provide mentoring and professional development for Early Years practitioners and wider Early Years workforce.
- Promote reflective, evidence-informed practice across Early Years settings.

Family-Centred Working

- Work in partnership with parents and carers, recognising them as equal partners and experts.
- Ensure services are welcoming, accessible and culturally responsive.
- Support families to navigate services through Family Hub access points.

Integrated and Multi-Agency Working

- Work collaboratively with education, health, social care and voluntary sector partners.
- Contribute to joined-up planning and shared decision-making.
- Support the Family Hub model as a single trusted access point for families.

Values and Ways of Working

The post holder will work in accordance with Barnet's Best Start in Life principles, demonstrating inclusion, collaboration, prevention and co-production in all aspects of their work.

Safeguarding

The post holder has a responsibility to safeguard and promote the welfare of children and families in accordance with Barnet safeguarding policies and procedures. The post is subject to enhanced DBS checks.

Staff Responsibilities:

Provide support within the Best Start Family Hubs, Network Sites and Early Years settings

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 where 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

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

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.

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

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Location:	Colindale
Department:	Child and Family Early Help
Directorate:	Family Services
Grade:	Grade H
Type of Working	Hybrid
Reports to:	Best Start in Life Co-ordinator

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to degree level or can demonstrate relevant experience.	Essential	Application/Interview
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 Best Start agenda, Family Hubs, and integrated early help models.	Essential	Application/Interview
Proven experience in partnership development and coordination within children's services, early years, or community settings.	Essential	Application/Interview
Understanding of the demographics of the Borough and services available within it	Essential	Interview

Skill & Ability		
Excellent communication, and relationship-building skills.	Essential	Application/Interview
Ability to work collaboratively in a team	Essential	Application/Interview
Good administrative and IT skills	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	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/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	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and	Essential	Application/Interview

learning and support others with their learning and development where I can		
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	Application/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	Application/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	Application/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	Application/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	Application/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	Application/Interview