

## Southend Association of Voluntary Services

### A Better Start Southend (ABSS) Parent, Family and Community Hub Facilitator

#### Job Description

<b>Post title:</b>	A Better Start Southend (ABSS) Parent, Family and Community Hub Facilitator
<b>Responsible to:</b>	SAVS Communications and Engagement Officer
<b>Salary:</b>	£18,762 per annum (pro rata for part time staff)
<b>Hours:</b>	18.5 per week to be worked across 3 days
<b>Positions available:</b>	Two part time roles (job share)
<b>Location:</b>	SAVS Centre, 29-31 Alexandra St, Southend-on-Sea
<b>Contract Length:</b>	1 year with possible extension subject to external funding

#### Purpose of Post:

To promote and facilitate the A Better Start Southend Parent, Family and Community Hub, located within the SAVS Centre. To support local parents who wish to learn more about the services on offer in Southend for families of 0-4 year olds and opportunities specific to the A Better Start Southend programme. This role will also involve identifying and liaising with partners across Southend who can utilise the space to deliver activities; to develop and manage the timetable to help ensure a high level of usage; to use social media to promote and showcase the activities undertaken in the hub.

#### Principal duties and responsibilities

- Welcome families and children who access the Parent, Family and Community Hub and provide them with signposting to ABSS and wider local services
- Be a contact point for families within ABSS wards to provide information and communicate opportunities across Southend for parental involvement
- Manage the booking system for the Parent, Family and Community Hub space
- Be responsible for the safe and efficient running of the Hub. This includes attending to any queries that might arise in the Hub or with visitors
- Promote the use of the Parent, Family and Community Hub space to local services for 0-4 year olds
- Use Social Media to inform the public of the activities which take place in the Parent, Family and Community Hub.
- Collect and collate data and research to report on the success of the Parent, Family and Community Hub
- Develop and implement ideas for engaging the wider community with A Better Start Southend
- Work with the Engagement Team in supporting Parent Champions and Engagement Events

### **Additional Responsibilities**

- To ensure the safety and welfare of all visitors at all times
- To report any concerns relating to the welfare of visitors using SAVS Safeguarding Policy
- To maintain records as required for administrative, historical or legal purposes
- To undertake any other duties as requested by the SAVS Communications and Engagement Officer
- To uphold safe and efficient working policies and practices, undertake supervision and training and respect and progress equal opportunities

### **Additional Information**

This is a job share role. Role 1 will work Monday 9am-5pm, Tuesday 10am-4pm and Wednesday 9am-2pm. Role 2 will work Wednesday 12pm-5pm, Thursday 10am-4pm and Friday 8.30am-4.30pm. The post holder will be required to work evenings or weekends on occasion. Whilst this will be arranged by prior mutual agreement between the post holder and line manager, the post holder will be expected to have a flexible attitude to these requests.

The appointment to this post will be conditional based on a satisfactory Enhanced Disclosure and Barring Service check

- Applicants must be trained to at least Safeguarding Level 3
- A uniform will be supplied for this role

## Person Specification

### Parent, Family and Community Hub Facilitator (A Better Start Southend) Skills, Knowledge, and Experience

The ideal candidate will have knowledge, experience, skills and be able to demonstrate experience in the following key areas:

Attributes	Essential	Desirable
<b>Relevant Experience</b>	Experience of working or volunteering with families and being understanding of their needs	Experience of monitoring and evaluating outcomes of community based initiatives
	Experience of developing a rapport with families and children to encourage a relationship of trust and mutual respect	Experience of developing, managing and supervising an Early Years or Community based asset
	Experience of developing and delivering community based initiatives	
	Experience of empowering and supporting local people to play an active role in the community	
	Experience of communicating with people from diverse backgrounds	
	Experience of using local services providing support to pregnant women and families of 0-4 year olds	
<b>Skills &amp; Knowledge</b>	Good working knowledge of voluntary and community services available to pregnant women and families of 0-4 year olds in Southend	Ability to gather relevant information and data and input into database for reporting purposes
	Excellent understanding of the social, emotional and developmental needs of children aged 0-4 years old	
	Excellent understanding of the needs of vulnerable families within Southend	
	Strong communication skills and the ability to engage people within Southend's community	
	Good working knowledge of all aspects of Microsoft Office suite	
	Educated to GCSE A-C in Maths and English or equivalent	
	Knowledge and understanding of health and safety, risk assessment, volunteering and the law	
	Effective organisational and time management skills	
		Completed Level 3 Safeguarding training
<b>Personal Attributes</b>	Proactive self motivated individual with a positive "can do" attitude	
	Ability to work autonomously and as part of a team	

	Ability to remain calm in challenging circumstances	
	Has initiative and applies a solution focused problem solving approach	
	Has well developed conflict resolution skills	
	Friendly and welcoming	