



Cumberland Council

Post Specification

Date	March 2025
Post Group Number	8520
Post Title	Family Help Area Officer Partnerships and Assurance
Job Family	Organisational Support
Job Family Role Profile	OS11
Final Grade	11

To be read in conjunction with the job family role profile

Service Area description

Family Help, Prevention and Youth Justice

Purpose of this post

To further enhance the preventative model in Cumberland, to ensure support for families is proportionate and meets their needs at the right time.

Work with our partner services to ensure they open and lead Family Help plans. For example:

- Schools.
- Voluntary and Community Sector.
- Services based in Family Hubs.

Key job specific accountabilities

1. Contribute to and support the development and delivery of the current Early Help Strategic Delivery Plan.
2. Deliver an increase in the range of partners and services willing to lead Family Help plans. Deliver an increase in the number of universal led Family Help plans. Deliver a reduction in tier 3 and 4 plans.
3. Provide information, guidance, support and training about Early Help, EHAs and the Threshold Guidance to children and families, managers, teams and partners to improve practice and positive outcomes for children and their families.
4. Working closely with the co-located family help and prevention teams (Family Hubs). Having expert knowledge of local services, be a key member of the Family Hub approach to empower families, professionals and partners to build thriving communities. Working closely with key partners to ensure strategic links and a joined approach for Family Support
5. Mentor colleagues and parent volunteers where appropriate, for example, Early Help Champions.
6. Support and coordinate key areas of work under the Early Help Strategic Delivery Plan with relevant lead officers and key partners to ensure effective delivery. Support an increase in the number of Supporting Families, (or future programmes), claims attributed to universal services.
7. Support colleagues to initiate and develop assessments / plans/ family meetings etc, ensuring the voice of the child is robust and the correct services are involved in the plan.
8. Use, develop and implement appropriate tools and technology to improve Family Help and Family Help Assessment practice and ensure practice is appropriately monitored.
9. Quality monitor Family Help service delivery and practice and make recommendations on improvement in line with service needs, Directorate and national priorities and the requirements of the overall Partnership. Ensure compliance with any reporting deadlines, monitoring requirements or other control mechanisms including the management of identified risks.

Quality assuring plans held by partners. Ensure Supporting Families, (or future programmes), criteria is captured throughout intervention. 10. As part of the Family Help Team, communicate appropriately with key stakeholders ensuring practice is strengths and evidence based with a strong focus on the voice of the child and family. 11. Liaise with internal and external regulators and other agencies regarding the Cumberland Family Help and Prevention Strategy. Collate information and write, accurate and detailed reports and briefings to influence and inform service delivery. 12. The post holder may be asked to undertake other duties outside of this description that are commensurate with their grade and experience.
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Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• None
Staff Management Responsibilities	• No direct staff responsibilities. Some mentoring of colleagues.
Other	• Developing/accessing the electronic Early Help Module system to monitor the effective use of Family Help Assessments. • Updating Project Plan. • Training and Development materials. • Presentation materials. • Reports.

Essential Criteria - Qualifications, knowledge, experience and expertise

• Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4). • In some areas, a registered qualification is a requirement. • Thorough knowledge regarding the service and relevant legislation. • Knowledge Health and Safety and related procedures and policies and how they apply to the work area. • Understanding of budget processes and organisational priorities. • Knowledge of inward- and outward-facing Council issues. • Good interpersonal skills including negotiating, conciliating, people management and motivational skills. • Some experience of implementing change. • Political awareness. • Technical proficiency in advanced software applications. • ICT skills relevant to the work area.
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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	Having conversations and reading and/or writing detailed notes/referrals/police reports which may be potentially distressing.
Physical Demands	Normal
Working Conditions	Agile

Other Factors

• Willing to travel within Cumbria and beyond. • Collating complex and confidential information. • Mental attention to report writing. • Work is dispersed including office and other establishments.
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- Collaborative working in multi-agency partnership environments.
- Requires the ability to travel around the County to undertake duties.