

Post Specification

Date	March 2026
Post Group Number	9002
Post Title	Family Hub Navigator
Job Family	People Care and Development
Job Family Role Profile	PCD4
Final Grade	4

To be read in conjunction with the job family role profile

Service Area description

The post sits within the Family Hubs service area and is located in the Children and Families directorate.

Family hubs are a place-based way of joining up locally in the planning and delivery of family services. They bring services together to improve access, improve the connections between families, professionals, services, and providers, and put relationships at the heart of family support, offering a one stop shop for families.

Family hubs deliver our Best Start in Life offer and will provide support to families from conception to the age of 19 (or up to 25 for those with special educational needs and disabilities (SEND)).

Purpose of this post

To be a visible and welcoming point of contact for families and professionals within Cumberland Family hubs.

To support the efficient running and functioning of Family hubs to provide high quality services and support for families across Cumberland.

To support access to services, provide up to date and relevant advice and signposting information to families and ensures the hub environment is inclusive, safe, and well-run.

Key job specific accountabilities

Front-of-House Duties

To provide friendly 'meeting and greeting' of local families and other partners agencies into the family hub.

To create a welcoming, inclusive atmosphere for parents, carers, and children.

To check in visitors and record attendance for groups, appointments, or drop-in sessions.

To provide information and signpost families to the range of support services available through the family hub and the family hub wider networks in the community.

Signposting & Support

To help families understand what support is available and how to access it (e.g. parenting programmes, health appointments, housing advice).

To help with booking appointments or registering for services and keeping families updated on access to services.

To refer visitors to the appropriate member of the hub team (e.g. Early Help Practitioner, Health Visitor).

Coordination/ Health and Safety and Environment

To ensure booking systems, registers, and databases are accurately updated.

To assist in preparing spaces for sessions and tidying up afterwards.

To work as part of a team to actively contribute to the Family hub offer - helping to coordinate timetables and promoting the offer widely to families and partners.

To contribute proactively to the Family hub digital offer, including social media and websites, and promoting this to families.

To support the delivery of universal start for life and family sessions, contributing to a high-quality Family hub offer, including gathering feedback from children and families.

To contribute to the Family Hub Parent Carer Champions groups, ensuring that families with diverse lived experiences are fully welcomed and supported.

To ensure that the Family Hub buildings, including spokes, are attractive, ensuring up to date information is available, and maintaining high quality notice boards.

To manage Family Hub mailboxes, phones and room bookings and overseeing play space and sensory room sessions.

To support with health and safety and the running of the family hub buildings.

To comply with all safeguarding and child protection policies and procedures, including accurate recording as required.

To implement agreed policies and procedures within the Family Hubs.

To take an active part within a Family Hub team, alongside partners and volunteers, role modelling strong professional behaviour and standards at all times.

To be committed to professional development and to undertake training as required.

To adhere to Cumberland Council policies on confidentiality and information sharing giving due to consideration to the protection and well-being of the child as paramount.

Contribute to Cumberland Councils emergency planning activity in a time of crisis.

Support Cumberland Council's core values and corporate standards.

Undertake such other duties and responsibilities commensurate with the grading and nature of the post.

Ensure that the Service is at all times pursuing good individual relations and fair personnel, health and safety, equal opportunity and management practices. To take reasonable care of your own health and safety.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	N/A
Staff Management Responsibilities	N/A
Other	N/A
Essential Criteria - Qualifications, knowledge, experience and expertise	
Qualifications	
- A good level of English and Numeracy to at least GCSE Grade 4, Grade C or equivalent - Computer literate with experience of Microsoft Systems - Evidence of further professional development	
Knowledge	
- Understanding of the Family Hubs model in Cumberland - Understanding of the needs of families and the support available within communities - Knowledge and understanding of communications and marketing - Knowledge of Health and Safety requirements - Understanding of Equality and Diversity issues	
Experience	
- Enthusiasm and commitment to a Family Hub strengths-based model of working. - Experience of working with children and their families, which may include personal or volunteer experience - Experience of working in a busy environment and multi-tasking - Experience of preparing and collating materials and resources	
Skills	
- Ability to prioritise and manage work effectively - Excellent organisational skills - Good communication skills, being able to communicate with families and partners in a professional and friendly way - Ability to use a range of ICT as appropriate to the role - Ability to work as part of a team including volunteers	
Disclosure and Barring Service – DBS Checks	
- This post requires a DBS check. - DBS Enhanced - Children	
Job working circumstances	
Emotional Demands	Occasional contact with people who may be distressed from time to time
Physical Demands	Minimal
Working Conditions	Post is required to be based in the Family Hub building identified and requires travel throughout Cumberland
Other Factors	
Flexible working hours to ensure the needs of our families are met including some evening and weekend work.	
May need to travel to cover other Family hubs	
Able to travel and have access to a vehicle.	