

Post Specification

Date	March 2026
Post Group Number	9005
Post Title	Family Hub Team Manager – Portage and SEND
Job Family	People Care and Development
Job Family Role Profile	PCD12ii
Final Grade	12

To be read in conjunction with the job family role profile

Service Area description

Cumberland Council has received funding from the Department for Education and the Department of Health and Social Care to deliver Best Start Family Hubs. This programme is supported and delivered by the Family Help, Partnerships and Youth Justice Service in Cumberland.

Best Start 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.

Best Start Family Hubs offer support to families from conception and two, and to those with children of all ages, which is 0-19 or up to 25 for those with special educational needs and disabilities (SEND), with a great Best Start in Life offer at the core. They provide evidence-based parenting and home learning environment support and are key to the delivery of Cumberland's Best Start local plan.

To ensure we have an offer available to all families whether working or not, our availability will take into account being open on evenings and weekends.

Purpose of this post

To develop and coordinate a high-quality Portage Service that is available to young children with special educational needs and disabilities, and their families, in Cumberland

To contribute to the development of support for families of children with additional needs via Family Hubs, ensuring that the Best Start in Life offer is accessible, inclusive and meets the needs of families of children with SEND needs

To prioritise the involvement of families of children with additional needs in shaping the offer and its ongoing development

To provide direction to Family Hub and SEND Team colleagues as required, to ensure the right support is available to the right families at the right time

To contribute to quality assurance, data collection and performance reporting

Key job specific accountabilities

Development of Family Hubs practice

- Support the Local Authority in developing an effective, high quality Portage Service for pre-school children with significant special educational needs, following the model and approaches as defined by the National Portage Association
- Work in a collaborative way across SEND, Learning Improvement, Family Hub teams, Education and Health Partners in order to develop efficient and timely referral and support pathways for children and families with SEND and additional needs
- Ensure that Cumberland Family Hub's offer of evidence-based parenting programmes and Home Learning Environment support is inclusive and supports families and children with a wide range of needs
- Be a champion for best inclusive and anti-discriminatory practice across all Family Hub and Educational service activities and promote the values of the Portage Association
- Provide specialist professional input and work collaboratively with Parents, Carers and other Professional teams across a broad range of stakeholders
- Work in partnership with parents/carers to ensure that the educational needs of pre-school children with significant learning difficulties and disabilities are met so that each child can achieve their full potential in an inclusive setting.
- Undertake case allocation, oversight, supervision and line management of Portage staff and line manage other identified staff as required
- Attend National and Regional Portage meetings and Study Days as required, for Continuing Professional Development.
- Ensure that information to promote Portage is widely available online through the Local Offer, and in-person, and that families are helped to access further support

Contribution to performance and quality assurance activity

- Participate in cross-service analysis, audit and evaluation and contribute to the Family Help Improvement Plan and workforce development plan, and the Best Start in Life Local Plan
- Contribute to a holistic and interactive quality assurance process across Cumberland Family Hub's SEND and Inclusion offer, including delivery of portage work as part of this process

Co-ordination, oversight and accountability for the performance of the Family Hubs

- Manage all aspects of the work of identified Portage and SEND team members. This will include all HR processes in respect of those staff.
- Ensure any statutory elements of the services are delivered as a priority and that performance is monitored against a rigorous framework, including the Family Hubs scorecard.
- Be jointly responsible for the improvement of the performance of the Family Hubs Team against bench-marked regional and national performance, aiming for excellence.

Training across the Partnership

- Be responsible for training, supervision and ongoing professional development for all Portage Practitioners working from Family Hubs, as well as upskilling the wider team with regards to current best practice in SEND

Safeguarding and Child Protection

- Comply with all safeguarding and child protection policies and procedures
- Comply with all health and safety, safeguarding and child protection policies and procedures, leading on the development of specific risk assessments as required

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• None
Staff Management Responsibilities	• To provide support and line management of identified staff.
Other	• To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications

- A relevant qualification at NVQ level 4 or above within the field of childcare, education, health or equivalent along with working experience in this area of work.
- Evidence of further professional development in the area of relevant SEND CPD and training

Knowledge

- Understanding of relevant policies, statutory guidance and legislation relating to children, young people and their families including safeguarding and child protection
- Working knowledge of the Early Years Foundation Stage, Healthy Child Programme and other early years frameworks
- Working knowledge of relevant legislation & statutory guidance (SEND Code of Practice, Children's Act, Equality Act, Human Rights & Data Protection)
- A good understanding of the Local Offer
- Understanding of Equality and Diversity issues
- Awareness of Health and Safety requirements

Experience

- Experienced Portage Practitioner, ideally with experience of providing Portage Supervision
- Proven experience of delivering direct SEND advice and interventions on a wide range of issues which contribute improved outcomes for children and their families
- Excellent EYFS practitioner with a very good understanding of how young children learn
- Experience of leading and developing effective family support projects
- Co-production with families in the development of services

Skills

- Ability to use IT appropriately to support management function.
- Ability to work independently but also as an effective team member
- Ability to think creatively and innovate
- Empathy and understanding of the challenges that exist for families

- Ability to engage with national developments and networking opportunities
- Professional integrity, reliability and consistency
- Ability to work under pressure and emotional stress effectively

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
 - DBS Enhanced - Children

Job working circumstances

Emotional Demands	Minimal
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.

Able to drive and have access to a vehicle.