

INFORMATION AND ENGAGEMENT WORKER

Salary Range: £37,716 - £42,392

Grade: Level 3, Zone 1

**Location: Camden Children Centre and Family
Hubs**

Reports to: Volunteer and Engagement Manager

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About the role

The Information and Engagement Worker works across the borough to promote early years services, to actively engage families in services and to provide information to ensure parents can make informed choices for their child and family. The role involves providing information to parents and carers, other council departments and partner agencies. By undertaking outreach and engagement work with parents, particularly those facing barriers to accessing services and at most risk of poor outcomes, the role supports parents to influence service delivery and take up community leadership roles.

- To provide information about the full range of early years services, including early education and childcare and children's centre services to parents and carers of children from pregnancy to 5 years, service providers and partner agencies. This includes answering enquires received via the Family Information Service (FIS) including those requiring specific in-depth information relating to childcare options.
- To manage the relationship between IEYS with Camden contact centre, to maintain and develop the Family Information Service childcare database and childcare provider on-line module.
- To undertake outreach and engagement work with parents, including home visits
- To work with volunteers, in order to maximise participation and sustained engagement of families with children from pregnancy to 5 years in local services, especially those from vulnerable groups.
- To support parents to influence service delivery through meaningful consultation and promote opportunities for parents to participate in activities which promote active citizenship and community leadership and resilience.
- Work may include project areas (for example supporting parents to take up our Best start for Baby Programme or our antenatal offer)

The things you'll achieve

- Provide and distribute up to date information about all aspects of early years services to parents and carers, service providers, partner agencies and Camden contact centre both individually and at information events
- Answer specific in-depth queries from parents, carers, service providers and partner agencies
- Contribute to the production of publicity, website and other information
- Build highly effective partnerships and sustain relationships, with a wide range of colleagues and partners, including schools, voluntary sector organisations, PVI settings, health services, GPs and Jobcentre plus, ensuring that all services working with families with young children have up to date knowledge and information to inform, promote, signpost and refer to early years services.
- Deliver targeted outreach, including home visits and community engagement activities for parents with young children, including fathers. To ensure that these activities are planned effectively, targeted and undertaken in accordance with relevant national and local strategies and in response to local data analysis of need and demand.
- Work with parents and carers and service providers:
 - To support access and achieve sustained engagement in services, particularly for families with an identified need.
 - To enable parents to influence the development and delivery of early years services, supporting their representation on strategic groups
- Organise and coordinate a variety of activities, including on-line and face-to face approaches, to enable parents to influence service design and delivery e.g. focus groups, parents' meetings, parent surveys and parent forums.
- Deliver training and information sessions for staff and service providers.
- Supervise and support volunteers engaged in providing information and engagement support to parents, working closely with the Volunteer Co-ordinator (Integrated Early Years Service).

About you

- We would like all candidates to have experience of working in early years services, including direct contact with families and to have been involved in developing and sustaining partnerships e.g. through delivery of information sessions in a community base
- You will have a good knowledge of the factors affecting child and family outcomes and the building blocks for improved education and health outcomes and the barriers experienced by disadvantaged families
- You will have a good knowledge of the Childcare Act 2006, other relevant legislation, policy, research evidence, frameworks and guidance relating to childcare and early education provision and the early years e.g. The First 1001 Days, EYFS, Ofsted framework for early years, early intervention and prevention principles and best practice and safeguarding and child protection policy, and Health and Safety policies, procedures and practice and be able to implement these procedures.
- You will have a good knowledge and understanding of child development in early years and the role of early years services in improving outcomes for children, of the range of services available to families with children 0 – 5 years and of the range of early education and childcare options
- You will need highly effective communication skills, both written and spoken, with the ability to build successful, positive relationships with parents and others
- You will need experience of organising and facilitating meetings, training and events for parents and staff and working within a multi-cultural environment, where you are able to work independently and effectively prioritising work to achieve agreed outcomes
- You will have experience in contributing to management reports and of using data to identify and respond to need and to plan and evaluate service development, as well as contributing to publicity and online materials
- You will have experience of providing accurate records, report writing and proof-reading written material, with the ability to use IT systems, social media and online information effectively. You will be able to learn new systems with training and support and demonstrate good numerical skills with ability to work accurately with numerical information

Other important stuff...

People management

There is no direct management responsibility for staff. There is some supervision of volunteers.

Work environment

The Information and Engagement Worker is based in a designated children centre but is required to travel and work across the 5 children's centres and Family Hubs, as well as working from a range of buildings such as nurseries, health centres and community centres as necessary.

Who you will be working with

You will be part of the Volunteer and Engagement Team and reporting to Sophie, Volunteer and Engagement Manager. You'll work within a team of Information and Engagement workers and Volunteer Coordinators, while also working closely with all Early Years staff and staff from across the organisation.

The application process

Interviews will involve a 45 minute interview as well as a 15 minute written task on the computer and a short role play scenario task over the phone.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

