

## Job Profile

**Job Title: Early Help Coordinator**

**Job Grade: Level 3, Zone 2**

**Salary Range: £34,033**

### About Camden

Camden is listening to everyone, including you. We're giving a platform to people inside and outside our community. Because, we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. **Here's where you can help decide a better future for us all.**

The **Supporting People Directorate** is responsible for the outcomes and support for children, young people, adults and families in need. The directorate has a strong focus on intervening early to prevent problems escalating as well as contributing to prevention. Within the directorate, the **Early Intervention and Prevention Division (EIP)** comprises of the following services: Integrated Early Years' Service (IEYS), Integrated Youth Support Service (IYSS), Family Support and Complex families, SEN and Educational Psychology and the Education Welfare Service

Early Help Coordinators form part of the Early Help Community and Practice Service within Family Support and Complex Families. Early Help Coordinators are required to work in co-operation with the MASH (multi agency safeguarding hub) within the Children and Families Contact team to process all incoming referrals, matching need to service, identifying Lead Professionals if appropriate and ensure appropriate Early Help Services are in place for families.

### The Role

Early Help Coordinators process, assess and analyze incoming referrals through the Children and Families Contact Service comprehensively matching need to service, across the Early Help offer in Camden. They offer information, advice and guidance to families and professionals regarding Early Help Services to prevent issues escalating and requiring statutory involvement. Early Help Coordinators will lead and coordinate high quality, evidence based packages of support across the universal and targeted multi agency Early Help offer in Camden. Early Help Coordinators will develop Camden's partnership working across universal Early Help Services [particularly education, health, housing & VCS], providing professional support with a focus on case consultations, developing practitioner confidence and the earlier identification of families in need of early help.

### About You

- A graduate level qualification relevant to family work e.g. social work, nursing, early years education, play or youth and community work or NVQ level 4 equivalent gained in a setting associated with children or young people and families
- Knowledge and experience of working with vulnerable children, young people and their families to prevent problems escalating e.g. family work, youth work, etc.
- Knowledge of legislation, frameworks and guidance relevant to delivering best practice in family work [working with children] and safeguarding children and vulnerable adults e.g. The Children's Act 1989, Leaving Care Act 2002, The Troubled Families programme, Early Years Foundation Stage Framework

- Excellent knowledge and experience of working collaboratively with partner organisations to effect change in modes of delivery
- Strong negotiating and influencing skills, particularly around developing packages of support for families and managing stakeholders priorities, and evidence of delivering training programmes
- Experience of working in a multi-agency and multi-disciplinary environment and the ability to work in partnership with a wide range of agencies, professionals and families
- Experience of assessing whole family needs, underpinned by Common Assessment Framework, developing family action plans and acting as Lead Professional for families.
- Experience of making positive relationships with families building on strengths, taking a solution-focused approach and sustaining their engagement in universal, targeted and specialist services to achieve a positive outcomes
- Experience of responding effectively to risk, reducing harm within an early help team and working with social care colleagues to ensure children, young people and adults are safeguarded and step up/step down procedures are effectively implemented
- Knowledge and understanding of Working Together to Safeguard Children, including information-sharing, consent and integrated working principles and practice
- Experience of good practice in recording assessment, referral, case recording and report writing, using electronic systems and the ability to use Word and Outlook
- Experience of evaluating progress against outcomes and the ability to respond flexibly, adapting to changing circumstances to meet need
- Knowledge of reflective practice and supervision, enthusiasm for continuous learning and new ways of working, demonstrating a high level of self-motivation
- A commitment to out of hours working in the evenings and weekends as required

#### **Work Environment:**

- Early Help Coordinators work as part of Early Help, Community & practice Service, and are part of the Children and Families Contact Service, alongside MASH. They are situated at 5 Pancras Square and are expected to visit community venues on a regular basis as part of their work.
- Early Help Coordinators will have short term direct contact with families in order to process and analyse referrals, thinking whole family and matching need to service. However, they will not be allocated case work.
- Early Help Coordinators will be expected to work in a number of different environments, working with numerous partners and audiences, and must have strong communication skills. Part of the role will be to identify new partnerships and ways of working to promote Early Help across Camden.
- Early Help Coordinators demonstrate emotional intelligence and resilience to work confidently with families who are often vulnerable, have complex needs including for example children on the edge of care due criminal or antisocial behaviour, gang activity or substance misuse or are experiencing domestic violence and neglect
- Early Help Coordinators will be expected to undertake any other reasonable activity required to meet service needs and all work must be carried out in compliance with national and local policy, relevant legislation, approved procedures, frameworks and guidance.

#### **People Management Responsibilities:**

N/a

## **Relationships:**

Partnership, integration, communication and multi-agency working are vital to improving outcomes. In depth knowledge of local services, referral pathways & criteria are essential to the role. The post holder will be accountable for processing incoming referrals to the Children and Families Contact Team (level 1 & 2), matching need to service promoting family resilience and partnership working. The post holder will be required to develop and maintain links with a variety of partners to support them in the delivery of the early help offer.

Partners include:

- Children's Services Social Work, including MASH
- Children's centres and schools
- Voluntary and Community Sector organisations
- Early education and childcare settings and childminders
- Integrated Youth Support Service
- Integrated Early Years Service
- Family Support and Complex Families
- Health services e.g. Midwifery, Family Nurse Partnership, Health Visiting and School Nursing services, GPs, Speech and Language Therapy services, Open Minded, adult mental health services and A&E services
- Public Health, Housing and other local authority services
- Job Centre Plus
- Registered Social Landlords
- Police

## **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

## **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

## **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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

## **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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and 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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,