

JOB DESCRIPTION



TITLE: Best Start Family Hubs Navigators
POST NO: PREF106319
DEPARTMENT: Population Wellbeing
DIVISION: Public Health
RESPONSIBLE TO: Public Health Manager
GRADE: L5

PURPOSE OF POST

To support families to access, understand and navigate the Best Start in Life and Family Hub offer, acting as a trusted point of contact and connector across services from pre-birth through early years and beyond.

The post holder will provide strengths-based information, advice, guidance and short-term support, helping to reduce barriers, duplication and confusion for families, particularly those experiencing disadvantage.

The role contributes to reducing inequalities, improving family experience, and delivering the national Best Start in Life / Start for Life programme, in line with Luton 2040 and the Family Hub model.

ORGANISATION CHART

Appendix 1 Structure Chart

PRINCIPAL RESPONSIBILITIES

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1. Supporting Families to Navigate Services

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Act as a welcoming and non-judgemental first point of contact for families accessing Family Hubs, outreach venues, or being referred by partner agencies. Provide clear information, advice, and guidance on local services, including health, early years, SEND, financial, and wellbeing support. Support families with short-term, goal-focused navigation without holding a formal caseload, while, where required, working with families over a longer, time-limited period and ensuring appropriate step-down or handover to relevant services.

2. Gateway and Multi Agency Working

30

Support Family Hubs to operate as a clear gateway to a wider range of services, including those not directly delivered through the hubs. Build effective working relationships with partners across health, early years, SEND, family help, social care, and the voluntary, community, and faith sectors. Attend multi-agency meetings as appropriate to support coordinated responses for families, ensuring that families are actively supported to engage with services rather than being passed between them.

3. Outreach and Community Engagement

20

Deliver proactive outreach across Luton, including within community venues, faith settings, and local events. Promote the Best Start in Life principles and the Family Hub offer, while engaging families who may be less likely to access services. Represent Family Hubs at community events and work collaboratively alongside existing local provision to strengthen community connections.

4. Supporting Hub Delivery

10

Be visible and approachable within Family Hubs, offering navigation, engagement, and signposting support. Enable practitioners and facilitators to focus on delivery by taking responsibility for navigation and system-linking tasks. Contribute to a consistent, team-based approach across hubs and support the development of shared referral pathways and consistent practice.

5. Administration and Flexible Working

5

Maintain accurate records and contribute to effective information sharing, while supporting communication with families and professionals. Work flexibly to meet service needs, including attending occasional evening, after-school, or weekend sessions.

DIMENSIONS:

Supervisory Management:

Not applicable for this role

Financial Resources:

The post will be responsible for ensuring accurate invoicing is carried out for the team.

Physical Resources:

Information systems

Training equipment, resources as appropriate.

CONTEXT

The post holder will act as a key point of contact for families accessing or being referred to the Family Hub, working proactively with colleagues and partners to ensure families are able to navigate and connect with the full Best Start in Life offer, including health, early education and wider social support.

They will maintain accurate and up-to-date resource and signposting information, contributing to the effective delivery of the Government's Start for Life/Best Start in Life programme and Luton's family first programme and supporting the Family Hub offer for parents of children aged 0–5 and, where appropriate, up to age 19 (25 for SEND).

The post holder will be expected to raise the profile of the Family Hub offer and develop strong, influential relationships with a range of colleagues and partner organisations. Strong communication and interpersonal skills, alongside the ability to analyse issues, identify appropriate pathways for families and work to agreed deadlines, will be essential in ensuring the successful delivery of agreed objectives and outcomes.

Agile (Smarter) Working

The Council needs to provide its services more cost effectively and this will mean a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home.

Integration of Equalities Principles:

The post holder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect the Council's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

Physical Effort:

The post requires little physical effort. From time to time the post holder may be required to lift training and display equipment.

Working Environment:

The role is Office based with requirement to visit a range of council establishments across the borough. There is also a requirement for the post holder to be able to attend national and regional groups and undertake site visits within the UK, where appropriate.

Occasionally the post holder will be required to work outside normal office hours to meet operational requirements.

Person Specification

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JE Panel: 18/05/2017

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E):- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Experience of working directly with families, children, or young people in a community, health, early years, or social care setting.	1,2	Experience working with families with complex or multiple needs.	1,2
	Experience of providing information, advice, and guidance to members of the public, including signposting to services.	1,2	Experience working within a Family Hub, Children's Centre, or Early Help service.	
	Experience of maintaining accurate records and using case management or data systems.	1,2		
Skills/Abilities	Able to communicate clearly, confidently, and sensitively with a wide range of people, including those in vulnerable circumstances, using plain and accessible language.	1,2	Ability to communicate in a community language spoken in Luton (e.g. Urdu, Bengali, Mirpuri, Romanian).	1,2
	Able to listen actively, assess need, and identify appropriate solutions or pathways for families in a flexible and creative way.	1,2		
	Able to work within a team, taking into account the needs and perspectives of others.	1,2		
	Ability to work independently and prioritise and manage own workload with minimal supervision.	1,2		
	Computer literacy skills including			

	Outlook/e-mail/calendars PowerPoint, Excel, Word Able to take and produce accurate minutes of meetings and consistently produce well-presented, accurate work. Able to work collaboratively with colleagues, volunteers, and partner agencies to deliver joined-up support for families.	1,2 1,2 1,2		
Equality Issues	Demonstrable knowledge and understanding of equality issues and legislation. Lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Councils values.	1,2 1,2		
Specialist Knowledge	Knowledge of the range of services and support available for families with young children, including health, early education, SEND, and financial support. Knowledge of safeguarding and child protection principles and the ability to identify and respond to concerns appropriately.	1,2	Knowledge of the national Best Start in Life / Start for Life agenda and Family Hub model.	
Education and Training	A levels/NVQ Level 3 or equivalent education/ experience.	1,4 1,4		
Other Requirements	Able to travel across the borough and regionally and nationally when required. (occasionally)	1,2		

	The post is subject to an Enhanced Disclosure and Barring Service (DBS) check.			
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(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act 2010, to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998).

Supporting Statement

For your Supporting Statement please ensure you answer the following questions.

Tell us about your relevant experience, providing examples to demonstrate how you meet the experience criteria on the person specification.

Tell us about your skills & abilities, providing examples to demonstrate how you meet the skills and ability criteria on the person specification.

Tell us about your specialist knowledge, education and training relevant to this role as stated on the person specification.

Tell us about your demonstrable knowledge and understanding of equality issues and legislation. Where you have lead by example, role modelling ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports the Council's values.

Tell us how you are able to meet the other requirements as stated on the person specification.

Appendix 1
Structure: Public Health Team,

