

Family Information Service Outreach Officer



Service: Access and Inclusion, Early years

Grade: Band 4

Reporting to: Senior Family Information Service Officer

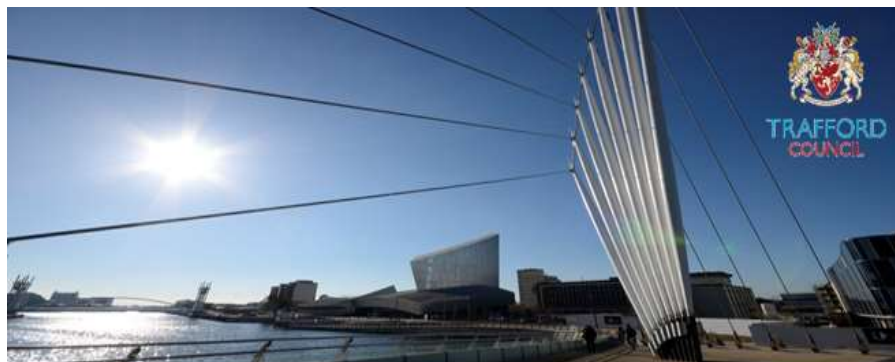
We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position as the region's economic powerhouse.

We have a diverse culture and history and lead the way in innovative groundbreaking initiatives, all aimed at supporting change, positioning the Council and ensuring it is able to continue providing key services to the most vulnerable. Trafford Council and its partner's in the public, private and third sectors are embarking on a Vision for 2031, which sees us working together to close inequality gaps and maximise Trafford's huge potential and ensure that we have **No one held back, No one left behind**. The principles behind this vision are:

People - We will help you to help yourself and each other

Place - Create places where people want to live, learn, work, invest and relax



Our Culture

Trafford Council employs around 2400 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our values.

At Trafford Council we:

**Engage the people of
Trafford**

Are always Improving

Lead the way

Act with Integrity

Value our People

**Use Time and Money
wisely**

The 'You have', 'Your strengths' and 'A day in the life' sections of this Role Profile are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

You Have	Your Strengths
<p>Numeracy and literacy skills equivalent to GCSE English and Maths (Grade A-C)</p> <p>Level 3 Advice & Guidance Qualification (or working towards) or Equivalent Level 3 in Childcare or Health and Social Care.</p> <p>Substantial experience in an advice and guidance role in children and young people's services</p> <p>Worked with key partner agencies such as children's centres and health visitors</p> <p>Experience of working and networking in communities and dealing with the public</p> <p>Good understanding of childcare options, help with childcare costs and free early education entitlements</p> <p>Knowledge and understanding of the needs of local communities and families in Trafford</p> <p>Understanding of equal opportunities</p> <p>Access to a vehicle at all times and full driving licence</p>	<p>Good basic IT skills including MS Word, MS Excel, email and web based systems</p> <p>Excellent written and verbal communication skills with the ability to write reports</p> <p>Confident when preparing and delivering presentations</p> <p>Ability to work independently as well as within a team and use your initiative</p> <p>Strong partnership working with multi agency teams</p> <p>Excellent organisational skills with the ability to effectively plan and manage your own outreach activity</p>

A day in the life

Your Main Priorities

- Promote the Family Information Service (FIS) and provide information and advice to families who want to find out about childcare, free early education, family support services, leisure activities and SEND related services.
- Work within local communities alongside key partner organisations to ensure that information is delivered where it is needed most.
- Meet the statutory information duties under section 12 of the Childcare Act 2006, section 30 of the Children and Families Act 2014, Childcare Act 2016 and SEND Code of Practice 2014.

Key duties

- Develop and maintain a good working knowledge of the locality, the range of children's and family services available and the informal/formal networks of contact and support available throughout the community.
- Ensure that comprehensive and accessible information about childcare, free early education places and help with childcare costs is available to all families in the area, with a particular focus on target groups including those with English as an additional language, Black and Minority Ethnic (BME) groups, young parents, fathers, disabled parents and families with a disabled child.
- Provide information about other children's activities and services and signpost to early help services and other agencies as appropriate.
- Organise, plan and deliver drop in sessions at various locations including children's centres, extended schools, local employers and community groups to provide information to families about childcare and other children's activities and services.
- Work in partnership with the Early Help Hubs to support families to access services available to them.
- Raise awareness of the Family Information Service with children's services practitioners including childcare providers, health practitioners and other council services through the distribution of publicity materials, delivering presentations and awareness sessions, and attendance at promotional events and meetings.
- Organise promotional events in accordance with the FIS Outreach plan to promote the FIS, where possible in conjunction with other agencies.
- Monitor and evaluate the effectiveness of FIS outreach activities through customer satisfaction surveys, data captured through the database system and through consultation with families.
- Support the office based FIS staff, where necessary, by answering telephone, email and face to face enquiries, inputting and retrieving data from the database system, producing and distributing information reports.

- Attend local, regional and national FIS meetings, local partnerships and training events as necessary to ensure knowledge is relevant and up to date.
- Promote and apply equal opportunities in all aspects of work.
- Undertake other duties and responsibilities required by the Service which are commensurate with the grade of the post.

Date prepared/revised: July 2019

Prepared/revised by: CSh

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.