



EARLY YEARS ALLIANCE  
50 FEATHERSTONE STREET LONDON EC1Y 8RT

Registered as an Educational Charity

**JOB DESCRIPTION**

**JOB TITLE:** FAMILY HUB SUPPORT WORKER  
**BASED:** PARK TOWN FAMILY HUB, LUTON  
**DEPARTMENT:** BUSINESS DEVELOPMENT  
**RESPONSIBLE TO:** SENIOR COMMUNITY LINK WORKER  
**RESPONSIBLE FOR:** NONE

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**JOB PURPOSE:** Based in Luton, and working across the borough, providing high quality universal and targeted services for families, as part of the Luton Family Hub's. The role will focus primarily on under-fives sessions but also signposting to wider family services. It will promote, amongst others, healthy infant feeding practices, parent infant/child relationships, child development, the importance of learning through play, and provide wider family support, with the aim of improving the life chances of children.

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**SAFEGUARDING REQUIREMENT:**

The Early Years Alliance is committed to safeguard and promote the welfare of children and young people. It is a requirement of all staff that they share this commitment and follow the prescribed policy and procedures to continuously promote a culture of safeguarding across the whole organisation.

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**MAIN DUTIES:**

1. Plan and deliver high quality focused and universal sessions, including the evaluation of all sessions and activities to encourage the engagement of parents in their children's learning, development, health and wellbeing, at various locations in Luton.
2. Provide support to new parents across Luton's diverse communities to help develop secure attachments and build strong parent/infant relationships.
3. Provide infant feeding information to families within sessions to encourage breastfeeding and promote responsive feeding to encourage healthy infant feeding practices and the parent/infant relationship.
4. Signpost and support families to access 2-year and 3-year funding entitlement as part of a whole family approach.

5. Contribute to raising awareness of the Best Start in Life offer for families, the Family Hub/Flying Start services alongside other local public health initiatives.
6. Work closely with health services to enable mothers to access the right services at the earliest point in their parenting journey. Actively promote the importance of the 1001 critical days.
7. Provide accurate information by phone, email, in writing and in person to the families and professionals who contact the Family Hub/Flying Start working in a multi partnership approach with vulnerable families, health, social care teams and other professionals.
8. Ensure a welcoming inclusive environment and maintain equipment and other resources as directed by senior staff.
9. Complete and maintain accurate records on IT systems. Provide data and information to support the completion of monthly and quarterly performance reports.
10. Understand and comply with the Early Years Alliance policies and procedures, including health and safety and child protection, in a manner that promotes equality of opportunity and access and fosters anti-discriminatory practice.
11. Perform all duties and responsibilities in compliance with the policies and procedures of the Luton Safeguarding Children Partnership.
12. Maintain confidentiality and keep accurate up to date records within data protection guidelines.
13. Attend various marketing and partnership events as directed across Luton.
14. Able to work flexibly, when required, including Saturdays by rota.

#### **GENERAL DUTIES:**

1. To attend in-service training as directed and required
2. To promote the work and raise the profile of the Early Years Alliance
3. To perform any other duties as deemed necessary

#### **EQUALITIES:**

The post-holder must be aware of and respect difference and ensure that children have equality of access to opportunities to learn and develop. They must have an understanding of and commitment to equality of opportunity and anti- racism issues.

#### **POLICIES AND PROCEDURES:**

The post-holder must be aware of and comply with all the charity's policies and procedures including those relating to: bribery and corruption, child protection, confidentiality, data protection, health and safety, security and signing agreement and contracts and financial.

*This job description is not an exhaustive list of duties, and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs*



*of the Early Years Alliance. You are also required to be flexible and adaptable with respect to your role.*



## **PERSON SPECIFICATION:**

### **Essential Criteria**

1. NVQ 3 Early Years Care and Education or equivalent qualification, or in-depth proven experience of working with children and families, with a good working knowledge of the EYFS.
2. Proven effective communication skills – able to communicate effectively in person and in writing, with professionals, staff, early help and social care teams and other organisations.
3. Experience of a successful multi-agency approach with professionals, early help teams, social care teams and other early years settings.
4. Knowledge of the aims, objectives and ethos of Children's Centres/Family Hubs and other national developments of services for children aged 0-5 years.
5. Good understanding and knowledge of Safeguarding children and young people and relevant safeguarding processes and procedures.
6. Good IT skills including use of Microsoft 365 including Word, internet and email.
7. Commitment to Early Years Alliance aims and strategic objectives.
8. Understanding and commitment to equal opportunities, inclusion and diversity.
9. Willingness and commitment to undertake further training.
10. Work flexibly across the week, including Saturdays on a rota, and some twilight sessions, to meet the needs of Family Hub service delivery.
11. Able to demonstrate an understanding of the Alliance's performance standards and values.
12. Ability to travel to delivery sites across Luton.

### **Desirable Criteria**

1. Good understanding of Luton.
2. Fluent in multiple languages.
3. Trained in an evidence-based parenting programme.
4. 2-day Local Authority Safeguarding children and young people certificate.
5. Good understanding of Special Educational Needs and Disabilities

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## **TERMS AND CONDITIONS:**

**Grade: 3A**

**Hours: 16 hours per week Term Time**

**Salary: £8,389.13 per annum pro-rata (Full time £18,351.23)**

**Fixed term to 31<sup>st</sup> March 2028 (possibility of extension)**

**Annual Leave: 25 days plus Bank Holidays (pro rata for Part-time)**



This post is exempt from the Rehabilitation of Offenders Act (1974) and does require a Disclosure and Barring Service check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them. The level of this check is enhanced.

**Pension:** The table below shows what the base contributions are, and the dates they will rise. You can also choose to give more than the minimum amount should you wish.

Date effective	Employer minimum contribution	Employee minimum contribution	Total minimum contribution
6 April 2019 onwards	3%	5%	8%

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### **JOB DESCRIPTION SIGN OFF**

Date issued by Manager:

Name:

Signature:

I confirm that I have received a copy of this job description and have had any questions about it answered.

Name of post holder:

Signature:

Date: