

Job Description	
<b>Job Title</b>	Family & Community Liaison Navigator
<b>Salary Range/Grade</b>	J 12-21 £26,033 to £30,361 per annum
<b>Job Location</b>	Hodge Hill and Sutton Coldfield – Dyson Gardens
<b>Hours Per Week</b>	37
<b>Reports To</b>	Community Liaison Lead
<b>Responsible For</b>	N/A
<p><b>What positive impacts will this position have on children, young people and families?</b></p> <ul style="list-style-type: none"> <li>• As part of an integrated team across a designated area, the role will proactively engage with communities and wider partners to identify gaps and support the development of wider services that meet local need.</li> <li>• To enable the voice of local parents/carers including those whose voices are seldom heard</li> <li>• To ensure local parents/carers play a key role in designing and continuously improving family services</li> <li>• To ensure the development of inclusive local offer which is designed to meet the needs of the diverse communities that live in Birmingham</li> </ul> <p>As a Family &amp; Community Liaison Navigator at Spurgeons Birmingham Family Hubs, you'll be at the forefront of community engagement, working collaboratively to identify and fill gaps in services, ensuring families receive tailored support that meets their unique needs. You'll champion the voices of local parents and carers, empowering them to shape and enhance family services, fostering inclusive and responsive solutions that make a lasting impact.</p>	
General Description	
Task	
<ul style="list-style-type: none"> <li>• Support the Community Liaison Lead to develop and implement creative ways of encouraging the community to engage and participate in the service, maintaining relationships with key stakeholders.</li> <li>• Develop, nurture and maintain effective partnerships across a range of agencies and community groups who can improve outcomes for children, young people and families across a designated geographical area as directed.</li> <li>• Develop, implement and maintain effective communication tools to promote opportunities for engagement and participation in Children's Centre, Best Start for Life and Family Hub Outcomes across a designated geographical area as directed.</li> <li>• To facilitate Parent / Carer panel 'Family Voices' that enables co-production on a local level and feeds into the City-wide 'Birmingham Family Voices' and BFS Parent Carer Forum</li> <li>• Lead on consultation and evaluation processes ensuring services are co-designed with the community, supporting with the decision making process, across a designated geographical area as directed</li> <li>• Dissemination of information and supporting Children's Centre and Family Hub teams to promote and actively engage with consultation and feedback.</li> </ul>	

<ul style="list-style-type: none"> <li>• Undertake outreach work in order to improve communication with communities, increasing engagement and take up of services.</li> </ul>
<ul style="list-style-type: none"> <li>• To act as a champion for volunteering and promoting volunteering opportunities with community organisation.</li> </ul>
<ul style="list-style-type: none"> <li>• Facilitate and support community events ensuring the involvement of the community in decision making.</li> </ul>
<ul style="list-style-type: none"> <li>• Support the Community Liaison Lead where they have applied for additional funding streams, in leading on the distribution of the additional funding stream around the geographical area, which would include our Children’s Centres, Best Start for Life, Family Hubs and Community Groups.</li> </ul>
<ul style="list-style-type: none"> <li>• To work with central team on marketing materials that may include posters, flyers, website, and social media, which would include our Children’s Centres, Best Start for Life, Family Hubs and Community Groups.</li> </ul>
<ul style="list-style-type: none"> <li>• Where appropriate to work with children, young people, parents and those who are at risk of homelessness/reside within temporary accommodations, ensure that they are aware of what services are available to them, what is within the area and having their voices heard.</li> </ul>
<ul style="list-style-type: none"> <li>• Being an effective first point of contact for families in the community, ensuring that wider needs are identified and addressed by signposting to wider community Services.</li> </ul>

<p><b>What you will have achieved by month 3</b></p>	<ul style="list-style-type: none"> <li>• Completed essential online training</li> <li>• Read and understood policies and procedures</li> <li>• Attended Spurgeons ‘Introducing our Ethos and Values’ workshop</li> <li>• Completed 3 month mid probationary review</li> <li>• Conducted a comprehensive assessment of the local community’s needs and resources, identifying key gaps and opportunities for service improvement.</li> <li>• Initiated partnerships and collaborations with local organisations, agencies, and community groups to enhance support services and maximize resources.</li> <li>• Engaged with families in the community, building trust and rapport, and identifying their needs and priorities.</li> <li>• Mapped existing support services and resources available to families, identifying areas of duplication, overlap, or unmet needs.</li> <li>• Started to empower parents and carers to voice their concerns, aspirations, and ideas for improving family services, fostering a sense of ownership and agency.</li> </ul>
<p><b>What you will have achieved by month 6</b></p>	<ul style="list-style-type: none"> <li>• Successfully completed probation and probationary review meeting</li> <li>• Played a key role in the development and implementation of new or enhanced family services based on community needs and feedback.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provided support to families to build their capacity and resilience, equipping them with skills and resources to navigate challenges and access support.</li> <li>• Strengthened partnerships with local stakeholders, fostering collaboration and coordination to address complex family needs comprehensively.</li> <li>• Advocated for the needs and rights of families within the local community, raising awareness and influencing policies and practices to better meet their needs.</li> <li>• Developed mechanisms for measuring the impact of family services and interventions, collecting feedback and data to inform continuous improvement efforts.</li> </ul>
<p><b>What you will have achieved by month 12</b></p>	<ul style="list-style-type: none"> <li>• Established sustainable mechanisms for community engagement and support, ensuring that initiatives and partnerships continue to benefit families in the long term.</li> <li>• Introduced innovative approaches and solutions to address emerging needs and challenges faced by families in the community, fostering resilience and empowerment.</li> <li>• Amplified the voices of local parents and carers, ensuring they have a meaningful role in decision-making processes and service design.</li> <li>• Demonstrated collaborative leadership within the family hubs and the wider community, inspiring and mobilising others to work together towards common goals.</li> <li>• Gained recognition as a trusted advocate in family support, both within Spurgeons and the broader community, contributing to positive change and social impact.</li> </ul>

Type	Description	Essential/ Desirable
<b>Qualification(s)</b>	<ul style="list-style-type: none"> <li>Level 3 Qualification in a relevant field</li> <li>Development in your professional field and its relevance to the post's requirements.</li> <li>General education to GCSE standard preferably including Maths and English Language Grade C and above or equivalent</li> </ul>	<p><b>D</b></p> <p><b>E</b></p> <p><b>E</b></p>
<b>Professional Registration</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working in partnership with a range of agencies to improve take up and enhance service outcomes for children, young people and families</li> <li>Experience of using community development principles and practice and achieving demonstrable change for families and communities</li> <li>Planning, coordinating and delivering community activities and events</li> <li>Experience of developing Service Engagement that may have included Parent Forum</li> <li>Experience of co-production with service users</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>D</b></p> <p><b>E</b></p> <p><b>D</b></p>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Skilled in a variety of methods of engaging communities and parents with demonstrable outcomes</li> <li>Strong communication skills leading to engagement</li> <li>Planning, developing, monitoring and evaluating services – ability to show impact of work</li> <li>Prioritising, managing workloads and meeting deadlines using data to inform approach</li> <li>Report writing and presenting to range of audiences in a variety of formats</li> <li>Administrative Skills including marketing/publicity</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Community Profiling</li> <li>Community Capacity Building</li> <li>Different community engagement approaches</li> <li>Coproduction theories</li> <li>Theoretical understanding of discrimination and how community development can mitigate the impact for individuals and communities</li> </ul>	<p><b>D</b></p> <p><b>D</b></p> <p><b>E</b></p> <p><b>D</b></p> <p><b>E</b></p>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>Regular travel within the geographical area</li> <li>Flexible approach to hours due to possible travel and supporting the needs of colleagues and service users.</li> </ul>	<p><b>E</b></p> <p><b>E</b></p>

	<ul style="list-style-type: none"> <li>• A car driver with access to a car for work purposes</li> </ul>	<p><b>D</b></p>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Confident</li> <li>• Creative</li> <li>• Perceptive</li> <li>• Organised</li> <li>• Resourceful</li> <li>• Adaptable</li> <li>• Collaborative</li> <li>• Personable</li> <li>• Team player</li> <li>• Committed</li> <li>• Persistent</li> <li>• Quality driven</li> <li>• Self-motivated</li> </ul>	<p><b>E E E E E E E E E E E E</b></p>

## What We Expect From You

### Our Values:

Everything we do is driven by our values which define who we are and how we work together to support children, young people and families. Our values are at the core of everything we do.



### Our Behaviours:

We have certain expectations of your interactions with our colleagues, our partners, children and the general public. We would expect that you exhibit these behaviours as an employee of Spurgeons.

- Put children and young people first in everything we do
- Respect and value every individual
- Listen to understand without judging
- Be open and honest with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

### Safer Recruitment & Employment Policy:

As part of Spurgeons Safer Recruitment & Employment Policy, any appointment to this role will be subject to the completion of a DBS application and obtaining satisfactory references.

### Equal Opportunities For All:

We actively encourage applications from a broad and deep range of backgrounds and experiences. We are a Disability Confident Employer.

