



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Children's Centre Worker
<b>GRADE:</b>	Scale 3
<b>POST NO:</b>	
<b>JOB TIER:</b>	
<b>DBS CHECK:</b>	Enhanced
<b>GROUP:</b>	Social Care
<b>SERVICE:</b>	Child and Family Development Service

### REPORTING STRUCTURE

<b>Reports to:</b>	Family Hub and Children's Centre Manager
<b>Direct Reports:</b>	none
<b>Indirect Reports:</b>	Volunteers, students

### ROLE PURPOSE:

- To assist in the planning, delivery and evaluation of community and centre based activities that support young children's learning, development and health ensuring consistency of high quality provision.
- To contribute to the delivery of services aligned with the Start for Life programme, supporting families from pregnancy through the early years, with a particular focus on the first 1,001 days.

# A. Job Description

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## 1. People Management

- No direct supervisory responsibility however there may be requirement to assist in induction and training of peers, volunteers and new employees.

## 2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 3. Operational Service Delivery

- Working as part of a team, to take a lead on the development and delivery of universal and targeted services for children and their families, as directed by the manager.
- To plan and deliver activities and interventions that support the Start for Life period, including antenatal and postnatal support, infant feeding, early attachment, and parental mental health.
- To deliver targeted group work sessions and lead the planning and evaluation of community. Work with families with children up to 8 years old, delivering targeted interventions based on identified needs focusing on development and health ensuring consistency of high quality provision, conducive to supporting the learning and development of young children in line with the Early Years Foundation Stage.
- To ensure all activities are set up with appropriate toys and equipment before each session begins, ensuring a risk assessment is completed and updated regularly.
- To ensure an extensive knowledge of safeguarding and child protection policy and procedure and to report to the manager any concerns about children.
- To report health and safety hazards to a line manager and record on the council's system Assure.
- To assess and evaluate family needs and identify appropriate services to meet that need, working within the team and outside agencies signposting as required.

- To assist in the planning and delivery of community outreach events and activities as required.
- To deliver a service that is sensitive to the needs of the children, parents and carers from different social and cultural backgrounds.
- To raise parent/carers awareness of the needs of the developing child and to model and share good practice.
- To give consideration to the physical and emotional needs of all service users.
- To ensure support is given to parent/carers as appropriate for instance e.g. parenting skills and behaviour management and records of the work carried out are written on the database (EHM).
- To support and provide a warm welcoming environment to both children and parent/carers using the service and to forge strong working relationships with the families.
- To ensure that work is carried out in line with all relevant statutory children's legislation.
- To provide attentive and responsive care to children in the crèche, supporting their individual needs such as feeding, toileting, and comfort, in line with the centre's policies and safeguarding procedures.
- To prepare healthy snacks and drinks for the children during sessions.
- To be familiar with accident and emergency procedures and understanding the importance of reporting accidents and incidents.
- To assist in maintaining the cleanliness of the centre including carrying out laundry and cleaning duties as necessary.
- To ensure data is collected and recorded in line with General Data Protection Regulations and information sharing procedures as required.

#### **4. Service Planning & Development**

- Maintain a clear understanding of the service plan and actively recognise how your role contributes to its successful delivery.

#### **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

## **6. Continuous Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for families.

## **7. Contacts**

- Front line professional staff across the children's centre programme, health and the voluntary sector.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Operate flexibly across the borough to meet the needs of families and the service

## **9. KEY PERFORMANCE INDICATORS**

- Delivery of agreed PADA objectives

## B. Person Specification

### Children's Centre Worker

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Early Years and Childcare qualifications at level 2 or above e.g. NVQ Level 2/3, CACHE Certificate/Diploma in Childcare and Education or NNEB or equivalent	✓	
Paediatric First Aid qualification Level 3		✓
Evidence of CPD	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to work flexibly across sites to meet the needs of the service – postholder will be assigned to one establishment but will work across a locality	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Post qualification experience of planning and carrying out care, play and learning programmes for groups of young children, including children under three, appropriate to their needs and developmental stage	✓	
Experience of delivering childcare provision for children under five	✓	
Experience of working with families with complex needs		✓
Experience of working with children with additional needs		✓
Experience of planning sessions to make best use of available resources	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓

Excellent knowledge of early childhood development and practice including the Early Years Stage Foundation Stage.	✓	
Knowledge of current legislation and procedures relating to the Children Act 1989, Childcare Act 2006, OfSTED regulations and inspection frameworks.		✓
Ability to develop and maintain positive relationships with children, their families and the wider community	✓	
Ability to use a sensitive approach in talking with parents regarding their child's development, parenting approaches, and/or their basic skills' needs.	✓	
A sound knowledge of safeguarding and child protection procedures.	✓	
Ability to work in a multi-disciplinary team in order to provide the best service to the children and their families.	✓	
A positive and committed approach to problem solving	✓	
Ability to use ICT and learn relevant systems as required	✓	
<b>5. BEHAVIOURS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>RESPECT</b> Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful. Treats all customers and colleagues with dignity and respect according to their individual needs. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Demonstrates active listening skills, shows compassion and takes ownership.	✓	
<b>COLLABORATIVE</b> Adopts a 'One Council' approach to service delivery. Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions. Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓	
<b>EFFICIENT</b> Gives clear information about service standards and timescales. Plans, prioritises & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Solution focused, challenges existing practices and suggests new ways of doing things.	✓	
<b>INTEGRITY</b> Aware of Local Government purpose. Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
<b>OPEN AND HONEST</b> Willing to try new things, accepts responsibility and learns from own mistakes. Remains positive and engages with change and service improvement. Remains open-minded to new ideas. To be open and honest.	✓	

