

FWC service specification detailed responsibilities for roles

1. Crèche provision

Crèche Coordinator

- To hold relevant qualification in childcare / early years and have relevant experience of coordinating crèche needs for a varied and demanding service.
- To coordinate and deliver the crèche provision for all Brent Family Wellbeing Centres across the borough.
- Write crèche policies and procedures, including risk assessments incorporating relevant Brent policies / frameworks.
- Work closely with the centre managers to identify crèche needs.
- Ensure that each crèche is appropriately staffed with an appropriate crèche leader for each, ensuring that the staff:child ratios are followed as well as health and safety guidelines.
- Ensure the health and safety of the crèches delivered for the FWC's and that detailed risk assessments are in place.
- Recruitment of crèche workers.
- To be responsible for the supervision and line management of the crèche workers, this includes their continued professional development.
- Ensure that crèche workers are appropriately qualified with the relevant core training in place – which includes First Aid and Safeguarding.
- To audit and quality check the crèches that are being delivered on behalf of Brent FWCs.
- To work closely with the Volunteer coordinator to promote opportunities with the crèche service for identified volunteers with the right experience and qualifications.
- Maintain a record of number of crèches delivered and the attendance for reporting and evaluation purposes.
- To attend and participate in any relevant meetings to represent the crèche provision.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
- To ensure confidentiality and information-sharing processes are observed appropriately.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

Crèche Workers

- To hold relevant qualification and experience in childcare / early years.
- To plan and set up enabling crèche environments for children, supporting the delivery of high quality childcare provision.
- To pack away crèches at the end of the session ensuring that the area is tidy and ready for the next provider / service to set up.
- To meet the children's individual needs appropriate their stage and level of development.
- Take time to listen, respond and work individually with children to support their development.
- Undertaking personal care needs of the children within their care.
- Work in partnership with parents / carers and professionals who may be working with the child / family, participating in methods to gain and value all feedback.
- To work closely with other crèche workers and the coordinator.
- To ensure that all policies and procedures are followed.

- To keep record of relevant information for monitoring purposes such as site related paperwork, registers, accident and incident recording.
- To develop profiles for children who are regularly attending crèches.
- To carry out risk assessments prior to the start of a crèche and maintain health and safety at all times.
- Actively contribute to the team in the FWCs and the wider Crèche team to ensure good delivery of crèches within the FWCs.
- Support the monitoring, evaluation and reporting required for efficacy of the crèche service.
- To ensure confidentiality and information-sharing processes are observed appropriately.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

2. Volunteer programme

Volunteer coordinator

- To hold relevant qualification and have relevant experience working in community development for a varied and demanding service.
- Liaise with the Family Wellbeing Centre Managers to understand the needs for each centre in relation to volunteer opportunities.
- Write volunteer policies and procedures, including risk assessments incorporating relevant Brent policies / frameworks.
- Generate appropriate volunteering opportunities and role descriptions based on the needs of the FWCs.
- Raise staff awareness of the role and the function of volunteers.
- Ensure there is appropriate support and training for volunteers, including core training around health and safety and safeguarding.
- Promote volunteering (internally and externally) through recruitment and publicity.
- Interview and recruit volunteers and ensure they are appropriately matched and trained for volunteer opportunity. This includes ensuring that all volunteers have a DBS in place prior to volunteering.
- Organise rotas and provide inductions and training.
- Monitor, support and motivate volunteers and their work.
- Support volunteers with their continued development signposting / working with partners. such as Brent Start and Job Centre Plus.
- Offer advice and information to volunteers to help in their role.
- To work closely with the crèche coordinator to promote opportunities with the crèche service for identified volunteers with the right experience and qualifications.
- Maintain a record of volunteers and the type of activity they have volunteered in for reporting and evaluation purposes.
- To attend and participate in any relevant meetings to represent the volunteer programme.
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes.
- Work in partnership with the range of different professionals involved in FWCs to promote the volunteer programme.
- Maintain databases and undertake any other administrative duties as required.
- To ensure confidentiality and information-sharing processes are observed appropriately.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

3. Family mentors

Family mentor

- To hold relevant qualification within early education / social work / education / youth offending or health and have relevant experience working in community development for a varied and demanding service.
- To provide 7 day a week flexible support and intervention for families in the Brent Family Wellbeing Centres.
- To support vulnerable families to access core / universal services and support relevant to their needs.
- To carry out home visits to vulnerable families to assess their needs.
- Work closely with the FWC Triage Officer to ensure families initial first contact with the service is productive and necessary support and advice is in place.
- Working in collaboration with the wider Family Wellbeing Centre team and partners, adopting a whole family approach.
- The ability to identify any safeguarding or child protection concerns, taking appropriate action.
- To complete Early Help Assessment (EHA) where necessary to ensure that families are supported appropriately if more complex intervention is necessary.
- To support Early years / SENCO's with the delivery of targeted intervention groups where necessary, identifying families who may benefit for further support.
- Ensure that all relevant databases are updated to in order to record the work that they have carried out with families.
- To act as cover for the Triage Officer when necessary at times of absence.
- To attend relevant meetings.
- To ensure confidentiality and information-sharing processes are observed appropriately.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

4. Early years / SENCO

Early years / SENCO worker

- To hold relevant qualification in childcare / early education and have relevant experience of working with children and families as part of a multidisciplinary team.
- Delivery of a range sessions for targeted intervention.
- Ensuring the creation of safe, welcoming and inclusive environments.
- Understand the stages of young children's learning and development and issue that individual children may face that can make this challenging for them.
- Plan and evaluate targeted intervention sessions.
- Supporting children with SEND according to their needs.
- Support the implementation of the Special Educational Needs (SEN) Code of Practice
- To complete / support with completing Early Help Assessment (EHA) where necessary to ensure that families are supported appropriately if more complex intervention is necessary.

- Working in collaboration with the wider Family Wellbeing Centre team and partners, adopting a whole family approach.
- Work in collaboration with Willow SEND Family Wellbeing Centre to ensure that families are receiving appropriate support.
- The ability to identify any safeguarding or child protection concerns, taking appropriate action.
- To act as cover for the Triage Officer when necessary at times of absence.
- Ensure that all relevant databases are updated to in order to record the work that they have carried out with families.
- To attend relevant meetings
- To ensure confidentiality and information-sharing processes are observed appropriately.
- Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.