



Family Hub Navigator Recruitment Pack

Closing Date: 12 noon Thursday 25th April 2024

Interview Dates: Wednesday 1st May 2024

Reference: FHN/0324

Welcome from our Chief Executive

Hi, thanks for considering a role at Salford CVS.

Salford CVS has a long and proud history of making a difference in Salford – we were established in 1919! Our last State of the VCSE Sector research in 2021 showed that there are over 1,600 VCSE groups and organisations in the city, supported by over 7,000 paid staff and almost 62,000 volunteers. With a backdrop of pandemic recovery and rising costs of living their services and support of them has never been more needed.

I've been in post since 2013 and during that time I have led the development and diversification of the organisation and what we do. Alongside prioritising delivery of all of the key services associated with a CVS and Volunteer Centre, we also lead/participate in a wide range of other activities and programmes, including Wellbeing Matters (Social Prescribing) and Answer Cancer (Cancer Screening Engagement), to name just two.

I'm telling you all this because I'm keen to employ someone for this role who cares as much about this city, our sector, the diversity of our work and the people who live and work here as we all do.

We have a vibrant and multi-skilled team of paid staff here at Salford CVS, ably supported by our Board of Trustees and other volunteers. Our values of Passion, Innovation, Quality, Cooperation, Diversity and Impact and associated commitments are central to everything we do. Our team of 40+ paid staff come from a variety of backgrounds and experiences; what unites us all are those values and our commitment to our mission of 'Making a Difference in Salford'.

Thank you for your interest – and I really do hope you will consider becoming a member of the Salford CVS team. Good luck!

Regards

Alison Page

Chief Executive, Salford CVS

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Introducing Salford CVS

Thank you for your interest in the role of **Family Hub Navigator** here at Salford Community & Voluntary Services (Salford CVS). We want applicants to be able to understand who we are as an organisation and also to be able to demonstrate how their skills and experience meet the requirements of the advertised role. We have provided you with information and guidance to help you through the process, but should you have any difficulties please do not hesitate to contact recruitment@salfordcvs.co.uk

Who we are and what we do

Salford Council for Voluntary Services was established in 1973. However, our roots go back to 1919 when Manchester and Salford Council of Social Service (MSCSS) was established to address poverty and social need after World War 1. In 1973 MSCSS split into two entities, thus creating Salford CVS and Manchester CVS. 2019 saw us celebrating 100 years since our creation – a century of Making a Difference in Salford! Salford CVS was incorporated as a Company Limited by Guarantee in 1985 and registered as a Charity in 1988. For much of that time our offices have been based in Eccles, although our work covers the whole of the City of Salford. In 2008 the organisation was renamed Salford Community and Voluntary Services and this remains our legal name today, although inevitably we shorten this to Salford CVS.

Salford CVS is the city-wide infrastructure organisation for the voluntary, community and social enterprise (VCSE) sector; providing specialist information, advice, development support and opportunities for influence and collaboration. We provide support for organisations to establish and develop including training for their staff, volunteers and trustees.

Volunteer Centre Salford provides support for individuals who want to volunteer and assistance for organisations developing volunteer programmes.

Salford CVS operates within a wider framework in terms of our membership of NAVCA, NCVO, Social Enterprise UK and Charity Finance Group nationally and our membership of 10GM, GMCVO and GM Chamber of Commerce at city-region level.



Our Mission Statement - Making a Difference in Salford

Our Vision - A robust voluntary, community and social enterprise sector that meets the diverse needs and aspirations of the people of Salford

Our Values – Making a difference through:

PASSION	Passionate about the Voluntary, Community and Social Enterprise Sector
INNOVATION	Innovative in our approach
QUALITY	Quality at the heart of all our activities
COOPERATION	Stronger when we work cooperatively with others to achieve our vision
DIVERSITY	Celebrating diversity and promoting equality in Salford
IMPACT	Demonstrating impact and making a difference every time

Salford CVS: Strategic Priorities

THEME	WORK STRANDS		
INVESTMENT	Funding / Fundraising	Contracts / Commissioning	Trading
VOICE	Representation	Influencing	Campaigning
SHARE	Resources	Information	Collaboration
VOLUNTEER	Governance	Good Practice	Brokerage
COMMUNITY	Poverty	Inequality	Wellbeing
IMPACT	Compliance	Quality	Social Value

Salford CVS has a proud history of making a difference in Salford. We are a well-respected partner in this city and have excellent relationships with both VCSE and public sector organisations.

We are financially stable with a clear business plan and a highly skilled and motivated staff team and board of trustees.

As a membership organisation, we work hard to address the needs and represent the interests of our hundreds of Voluntary, Community and Social Enterprise (VCSE) member organisations.

The Benefits of Working for Salford CVS

- 28 days' holiday - rising to 30 days (after five years), plus Bank Holidays (pro rata for part-time)
- Paid sick leave – subject to terms and conditions of service
- A compassionate approach to dependents leave and compassionate leave -to help deal with life's unforeseen circumstances
- Pension scheme - with 7% employer contribution (and 1% mandatory employee contribution)
- Cycle to Work Scheme
- Membership of the Hospital Saturday Fund via an employer subsidised scheme (optional and non-contractual)
- RHS family membership (optional and non-contractual)
- Development opportunities - we support and encourage our staff to progress in their careers (including formal training)
- A supportive working culture - we respect and support one another to do the best we can

We are an [accredited Living Wage Employer](#) (and Funder), ensuring not just our staff are paid the Real Living Wage but also that any projects we fund can do the same.



Information specific to the post

Salford Family Partnership hubs are places within local communities across Salford offering services and support for children, young people and families.

Salford is a trailblazer area and will become the national leaders for the Family Hubs and Start for Life Programmes, making the quickest improvements to services and sharing learning and best practices with all Local Authorities in the country.

Salford CVS have been working with Salford City Council's Early Help Team on the first and second years of the Family Hub work. Our role has been consulting with communities through the Seeds of Change Box and Wishing Tree project; engaging Voluntary, Community & Social Enterprise (VCSE) Sector organisations and Volunteers. We also manage a family hub small grants scheme providing small grants to VCSE organisations to support them to deliver their services as part of the family hub partnership.

We are seeking two dedicated family hub navigators to work across the city of Salford to improve the wellbeing of parents and carers in the following cohorts:-

- Young parents
- Fathers
- Families (Communities of identity)

The Navigators will work with individuals to explore 'what matters to them', consider their strengths and interests identify an appropriate activity or service and connect them to it. The roles will be embedded within our wider family hub work and will link to our Wellbeing Matters Programme, which supports people to feel more connected to their community, more confident and less isolated by linking them into local groups and services.

We are looking for someone who:

- Will enjoy working within a team of dedicated, friendly people who believe in making a difference in Salford
- Will engage and build relationships with VCSE organisations and Family Hub teams
- Is confident working with people using a person centred and strengths based approach

If that sounds like you – then we want to hear from you!

If you would like to know more about the role, please contact Michelle Warburton on 07545 659 318, email Michelle.Warburton@salfordcvs.co.uk

Job Description

Job Title: Family Hub Navigator

Hours: 37.5 hours per week Monday - Friday (excluding a 30 minute break)

Grade: NJC Scale Point 19 - £29,777 per annum

Contract: 1 Year Fixed Term

Responsible to: Voice & Influence Manager

Place of work: Salford CVS Office Eccles Salford

Overview of the area of work

- To work with people referred for support from the Bridge and Family Hubs, to help them achieve their goals
- To develop and maintain good communication with the people accessing the service to ensure that their strengths, goals and preferences as individuals are met and connect them to relevant activities, opportunities and services within their community to achieve these
- To manage a caseload of clients
- To develop and maintain effective working relationships with key relevant community activities and service providers to ensure smooth onward referrals, with a key focus on building relationships with the local Family Hubs and voluntary, community and social enterprise organisations
- To work with the family hub VCSE and Volunteer engagement workers to understand the activities and provision that are available in the local community
- To work with internal staff to deliver a volunteering programme to support people into activities
- To identify local gaps in meeting a specific need and feed this information into both the Family Hub and Wellbeing Matters team meetings
- Support the development of the service by raising awareness of the service, through presentations and events
- Monitoring and recording key information regarding the participation of individuals in the programme, including tracking their experiences and outcomes, as well as, providing timely feedback to referral partners
- To actively participate in caseload management with your line manager

Specialist Duties

- To deliver your work to target and timescale, ensuring measurable outcomes are achieved and longer-term impact is demonstrated
- To undertake monthly and quarterly monitoring, and actively contribute to annual reports

Generic responsibilities (all Salford CVS staff)

- Attend and actively participate in monthly staff team meetings
- Attend and contribute to regular line management sessions with your designated line manager
- Be responsible for the completion of work as set out in an agreed action plan, ensuring targets are met and delivered to timescale
- Manage your own time and workload effectively, whilst also working as part of a wider team
- Promote the mission, vision, values and strategic priorities of Salford CVS
- Fulfil all responsibilities in accordance with Salford CVS' policies and procedures, as set out in the Terms and Conditions of Employment and in related policy documents; and also actively implement and promote Salford CVS' Equal Opportunities Policy
- Ensure adherence to all relevant Health & Safety legislation, rules and procedures at all times
- Ensure all activities comply with relevant legislation and promote good practice in relation to safeguarding and data protection
- Undertake any other duties as appropriate to the nature and grading of the post – as required by the Chief Executive of Salford CVS

This job description is intended as an outline of the general areas of activity and responsibility for the post-holder and may be amended in light of the changing needs of Salford CVS.

Person Specification

Skills, experience and abilities			
Criteria		Essential / Desirable	Assessment method
1	Experience of working with people to help them to define and achieve their goals	Essential	Application; Interview; Presentation
2	Experience of working with people with multiple needs and who may be facing a range of barriers, social issues and or difficult or emotional personal situations	Essential	Application; Interview; Presentation
3	Experience of working in a person centred way with young people through strengths and assets based conversations	Essential	Application Interview Presentation
4	Experience of working in a community setting with a range of agencies and organisations to develop effective working relationships	Essential	Application; interview
5	The ability to communicate with people from a range of backgrounds in a sensitive, as well as supportive way, including excellent listening and negotiation skills	Essential	Application Interview
6	Ability to manage a varied and complex workload effectively	Essential	Application Interview
7	Ability to work across a range of different subject areas such as emotional, physical wellbeing, housing and debt management	Essential	Application; Interview
8	IT literate with the ability to use a client database (or ability to learn how to use a database) and use of MS office applications (Word, Excel and Powerpoint)	Essential	Application; Interview; Presentation
9	Ability to present and prepare concise reports and briefings for a variety of audiences	Essential	Application; Interview
10	Ability to be self motivated and receptive to new ideas and ways of working	Essential	Application; Interview
11	Knowledge of Safeguarding Children, Young People and Adults	Essential	Application; Interview
12	Knowledge of person centred and community approaches and/or social prescribing	Essential	Application; Interview

13	Experience of working in or with the VCSE Sector	Desirable	Application
14	Knowledge of the city of Salford	Desirable	Application

All Staff

	Able to work flexibly – including unsocial hours on occasion (early mornings, evenings and weekends)	Essential	Application (Y/N)
	Willingness to continue personal and professional development and to undertake relevant training, as identified with your line manager	Essential	Application (Y/N)
	Commitment to adhering to all of Salford CVS' policies and procedures at all times, including Health & Safety and Equal Opportunities.	Essential	Application (Y/N)
	Willingness to undertake any other duties as appropriate to the nature and grading of the post.	Essential	Application (Y/N)

How to apply and selection process

Salford CVS aims to ensure that comparison between applicants for posts is thorough, fair and in line with our equal opportunities policy. It is therefore essential that you complete the application form fully as it will be used to assess whether or not you are shortlisted for interview.

All applicants are advised to read fully the job description and person specification for the post before completing the application form.

The application form is separated into three parts. Part A and Part C will be separated from the application before distribution to the recruitment panel. Your application will then be assessed against the responses you provide in Part B. Please ensure you match your responses in Part B to the requirements of the person specification that are indicated for assessment in the application form (points 1 – 11) and ensure you number your answers accordingly.

Salford CVS champions technical, practical and vocational education, which we believe should be valued equally with academic forms of learning. Consequently, we have signed up to Children England's Open to All recruitment campaign. We therefore do not ask for academic or professional qualifications unless we really do believe that they are essential to the specific role.



<https://www.childrenengland.org.uk/open-to-all>

Please do not send us a separate CV or any additional information that we have not asked for. We will only consider candidates who have completed the application form. If there is insufficient space in one or more of the boxes, you may attach supplementary sheets provided they are headed with your name and the position you are applying for.

Please use black ink or print when completing the application form. If completing electronically, please use Arial font 12.

Eligibility to Work in the UK

Salford CVS complies fully with the guidance issued by UK and Visa Immigration to ensure the prevention of illegal working in the UK. All job applicants are required to demonstrate their entitlement to work in the UK by providing one or more of the documents specified by UKVI before taking up post. The organisation does not sponsor job applicants from outside the European Economic Area. However, it may offer employment for those who hold either a Tier 4 or Tier 5 visa subject to any applicable restrictions. Those whom we employ who have been granted visas are kept under review to ensure they remain entitled to hold employment in the UK.

Deadline for receipt of applications

This vacancy closes on: Thursday 25th April 2024 at 12 noon.

Please note late applications will not be accepted. Your completed application form and equal opportunities form should be returned by one of the following methods:

Email: Please email recruitment@salfordcvs.co.uk

There is no need to post an additional copy. If successful at shortlisting stage you will be asked to sign your application form at interview.

Post: Recruitment, Salford CVS, The Old Town Hall, 5 Irwell Place, Eccles, Salford, M30 0FN.

Acknowledgement of receipt

Email applications will be acknowledged when we receive them.

Should you wish to receive an acknowledgement for a postal application, please include a stamped, self-addressed envelope with your completed application form and we will return this to you.

Interviews will be held in person on: **Wednesday 1st May 2024** at Salford CVS offices in Eccles.

