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Job Description and Employee Specification

<u>Job title:</u> Best Start Inclusion Coordinator (BSIC) – Family Hubs/Family Help	<u>Service area:</u> Children and Families
<u>Post number:</u> NEW – Grant funded CF460 x 1	<u>Division:</u> Family Help
<u>Grade:</u> 7	<u>Section/team:</u> Family Hubs
Overall purpose of the job To lead and coordinate the delivery of inclusive practice across the Best Start for Life Family Hubs, ensuring that children aged 0–5 with emerging or additional needs, and their families, can access timely, consistent and high-quality integrated support. The post holder will provide operational leadership, management and oversight of the Best Start Inclusion Practitioner role, as outlined in the Family Hub guidance, ensuring confident early identification, effective support to families and strong, joined-up working across the system. The role focuses on making the system work — strengthening pathways, improving access, building workforce confidence and using data and insight to drive continuous improvement. This includes providing specialist advice, guidance and support in Family Hubs and at the front door, where SEND is a presenting need. The post holder will: • support triage and decision-making through established pathways • guide practitioners and partners within Family Hubs on appropriate next steps • Liaise with the Early Years SEND manager, Family Help and specialist health colleagues to agree coordinated support • Contribute to the planning, delivery and evaluation of evidence-based interventions and support • help ensure families receive the <i>right support first time</i> Working across Family Hubs, Family Help, health, early years and SEND services, the post holder will ensure a coordinated and consistent approach to inclusion, contributing to a coherent 0–19 (25 SEND) Family Help model in line with national SEND reforms and the Families First Partnership programme. Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	

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Key Responsibilities

1. Leadership and Management

- Provide line management to Best Start Inclusion Practitioners, including supervision, performance management and development
- Deliver reflective, practice-focused supervision to ensure quality, safe and impactful support to families
- Support induction, ongoing development and workforce confidence
- Ensure clarity of role and boundaries, complementing wider SEND and family support roles

2. Quality Assurance, Data and Insight

- Oversee collection and use of activity data, practice insight and feedback to inform understanding of impact and outcomes

Provide oversight of evidence-based interventions within Family Hubs

- Monitor demand, access and emerging needs across Family Hubs
- Use data and practitioner feedback to:
 - identify gaps and risks
 - highlight learning
 - drive service improvement
- Support audits, evaluation activity and continuous improvement of the SEND offer
- Contribute to the preparation, analysis and submission of data required by the DfE

3. Service Coordination and System Development

- Coordinate delivery of the Best Start inclusion offer across Family Hubs
- Provide a point of contact within the Family Hubs, ensuring families are able to access clear, timely support and next steps.
- Ensure consistent, high-quality inclusive practice across sites and partners
- Identify barriers to access and work with services to improve pathways
- Contribute to development and shaping of the local SEND and inclusion offer

Work with the EY SEND manager and virtual school to ensure effective, integrated support for children in care who have SEND / emerging needs.

4. Reporting and Accountability

- Prepare clear, accessible operational reports for senior leaders and partnership boards
- Provide analysis, case studies and insight to support oversight and decision-making
- Present information at meetings, explaining trends, risks and impact
- Maintain accurate records to support governance and inspection requirements

5. Partnership Working

- Form effective relationships with families, ensuring that child and family voice inform all decision making
- Work closely with the Early Years SEND manager to ensure children receive the right support at the right time.
- Build and maintain strong working relationships with:
 - Family Hubs and Family Help teams
 - Health, early years and education
 - Virtual school
 - SEND services and social care

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- Voluntary and community sector partners
- Support joined-up working and coordinated support for families, including co-delivery of family support and evidence-based interventions.
- Escalate system issues and barriers where needed, using established processes

6. Workforce Development and Practice Improvement

- Lead and support practice development across the Family Hubs workforce
- Working in partnership with the Early Years SEND manager to delivery CPD and workforce development across the Early Years workforce
- Provide guidance, coaching and problem-solving support to practitioners
- Facilitate peer learning, reflective forums and shared problem-solving
- Promote consistent understanding of:
 - child development
 - early identification
 - The Graduated Approach - Assess, Plan, Do, Review process
 - Local pathways of support
 - inclusive practice

7. Meetings, Facilitation and Engagement

- Chair and facilitate operational meetings, forums and task groups
- Prepare agendas, actions and follow-up
- Ensure learning and outcomes are shared across the system

8. Supporting Practice and Transitions

- Ensure practitioners are confident in supporting early identification and inclusion
- Support safe and effective transitions into early education and school
- Identify themes from practice and feedback these into system improvement

Additional responsibilities

- Provide specialist advice, guidance and consultation to practitioners and partners at the point of contact (front door, Family Hubs), where SEND or developmental concerns are the presenting factor
- Support triage and decision-making, helping to determine the most appropriate level of response, following agreed processes and pathways (e.g. early help, targeted intervention, specialist referral)
- Ensure a clear, consistent and confident response to SEND-related presentations across Family Hubs and Family Help
- Reduce inappropriate escalation by supporting right support, right time decision-making
- Work closely with front door teams and the Early Years SEND manager to identify patterns, gaps and pressures linked to SEND-related demand
- Use insight from Family Hub and front door activity to inform service improvement, pathway development and workforce learning

Knowledge, skills and experience

Essential

- Experience of operational leadership or first-line management within early years, SEND, early help or family support

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- Experience of providing supervision and oversight to practitioners
 - Strong understanding of child development (0–5), early identification and inclusive practice
 - Knowledge of SEND pathways, Family Hubs and Family Help systems
 - Experience of multi-agency working and partnership coordination
 - Ability to use and interpret data and performance information to improve services
 - Strong communication, facilitation and organisational skills
- Awareness of SEND Code of Practice, Family Hub guidance and Families First

Qualifications

- Degree or equivalent experience in early years, education, health, SEND, social care or related field

Desirable

- Experience of service development and improvement activity
- Knowledge of Family Hub delivery models and SEND reforms
- Experience of working with parent carer forums or VCF partners

Creativity and innovation:

Contribute to shaping local responses to SEND reform by supporting the evolution of inclusive practice across the 0–19 system, working within Family Hubs, Family Help and the Families First Partnership.

1. Adapt approaches to engagement to meet the needs of children and families with diverse and emerging needs.
2. Apply professional judgement creatively to support inclusion without unnecessary escalation.
3. Contribute to the development of inclusive, accessible support offers within Family Hubs.
4. Work collaboratively to identify practical solutions that improve access and outcomes for children with additional needs.

Contacts and relationships:

1. Build trusting and respectful relationships with parents and carers.
2. Maintain effective working relationships with Family Hub colleagues and Family Help teams.
3. Work in partnership with health professionals, early years providers, schools and voluntary and community organisations.
4. Contribute positively to multi-agency working and information sharing arrangements.

Decision making:

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1. Make proportionate decisions regarding early identification and support in line with the Best Start in Life model .
2. Use professional judgement to inform intervention pathways and next steps.
3. Prioritise workload effectively to respond to need and risk.
4. Contribute to multi-agency decision-making around children's support and transitions.

Responsibility for resources:

1. Responsible for the safe use of allocated equipment including laptop and mobile phone.
2. Ensure accurate recording and management of information in line with council requirements.
3. Make effective use of Family Hub resources to support families equitably.

WORK ENVIRONMENT

Work demands:

1. Managing multiple families with varying levels of need.
2. Working flexibly across locations and services.
3. Balancing direct work with families alongside partnership and system-level activity.

Physical demands:

1. Normal physical effort.

Working conditions:

1. Office and community based.
2. Regular travel across North Lincolnshire to schools, Family Hubs, partner agencies, and family homes.

Work context:

1. Lone working in accordance with lone worker procedures.

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Position in organisation:

Indicate how many staff the post is directly accountable for:

Are posts in more than one location? **Yes** ☐ ☐

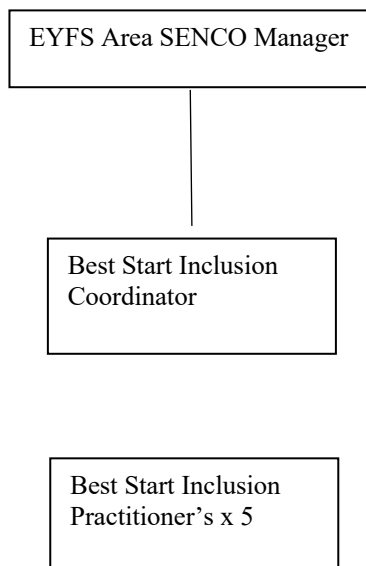
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes ☐ No ☐

Please indicate which post(s) Team Leader Family Hubs

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



Job Description Version Control

Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Experience of working with families using a whole family or early help model • Experience of coordinating multi agency support • Experience of completing and reviewing Early Help plans	
Knowledge, Skills and Experience	Interview
• Experience of working directly with children and families, using early intervention, inclusion or Family Help approaches. • Robust knowledge of child development birth to five and early identification of additional needs. • Understanding of local SEND pathways, inclusive practice and early years systems. • Experience of working within a multi-agency or partnership context. • Ability to build trustworthy and respectful relationships with families and professionals. • Ability to use evidence-based tools, observation and professional judgement to inform support. • Understanding of safeguarding, information sharing and data protection responsibilities. • Ability to work flexibly and transport self across multiple locations and services. • Leadership experience within early years, health or social care. • Working knowledge of the SEND code of practice	
Education, Training and Qualifications	Original documents
• Minimum degree level qualification in early years, education, health, SEND, child development or a related field or equivalent relevant experience.	
Working Arrangements	Interview
• Ability to work flexibly to meet service need, including outreach and partnership-based delivery. • Ability to travel independently across North Lincolnshire. • Willingness to work across Family Hubs, community settings and partner locations.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Experience of supporting families as part of a Family Help, Families First or whole-family approach. • Experience of working with children with SEND or emerging developmental concerns. • Knowledge of Foundations for Children and Families, early years inclusion standards, and SEND reform priorities. • Experience of contributing to workforce development, training or practice improvement activity. • Understanding of 0–19 pathways and transitions, including transition into school.	

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Knowledge, Skills and Experience	Interview
Knowledge and understanding of Job Centre+ and other employment organisations	
Education, Training and Qualifications	Original documents
Continuous Learning and Improvement - Reflects on practice and actively seeks feedback to improve quality and impact. - Keeps up to date with evidence-based practice relating to early identification, inclusion and SEND. - Contributes to service development, workforce learning and the sharing of good practice across the system.	
Working Arrangements	Interview
37 hours	

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☒No ☐

Political restriction

Yes ☐No ☐

The ability to speak fluent English under the Immigration Act 2016

Yes ☐No ☐

• Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021