

**Hackney Playbus**

**Job Description**

**Job Title:** Outreach and Referrals Manager

**Responsible to:** Hackney Playbus Project Manager

**Contract & Salary:** 12 months – 16 hours per week - £11.97 - 12.34/hour

**Purpose:**

The Outreach and Referrals Manager is responsible for coordinating the outreach programme for Hackney Playbus to ensure that Playbus services are attended by those families who are most in need of support and for seeking out, developing and maintaining referral pathways via which vulnerable families with children under the age of five can find their way into Hackney Playbus services.

The Outreach and Referrals Manager works in close collaboration with the Project Manager to ensure that referred families are welcomed and supported in the sessions and with the Volunteer Coordinator who will organise meeting, greeting, befriending and chaperone support by Hackney Playbus volunteers.

**Principal duties and responsibilities:**

The Outreach Programme

* To work closely with the Project Manager to identify the geographical areas where outreach should be concentrated to coincide with current Playbus services.
* To work closely with hostel managers and hostel staff to ensure that families with children under five living in hostel accommodation in Hackney are aware of, and attending Hackney Playbus services.
* To develop relationships with Neighbourhood Officers on housing estates that are local to Playbus project locations in order to facilitate outreach on housing estates including door-knocking and leaflet distribution.
* In close collaboration with the Project Manager, to draw up an annual plan that outlines a variety of outreach activities (including door knocking, leafleting, posters in key locations and pop up promotions), and the associated staffing and resource requirements.
* To oversee the design and production of outreach materials, including leaflets and posters.
* In close cooperation with the Project Manager, to draw up a staffing timetable for the outreach programme.
* To design and execute outreach date collection.
* To assemble data and write reports as required.
* To actively support inclusion by identifying any barriers service users face in accessing our services. To contribute to overcoming these barriers by participating in team discussions and planning.

* To identify training requirements for staff around outreach work and assist the Project Manager to develop or book appropriate training.

**Referral Pathways**

* To actively network with health professionals and statutory services including Family Nurse Partnership, Children’s Centres, Health Visitors and Midwives to raise awareness of Playbus services and gain insights into local services. To actively seek opportunities to attend their meetings in order to speak about our services.
* To identify referral partners among those health professionals, and in the community such as churches, food banks, refugee projects, who encounter vulnerable and/or isolated parents and carers of children under five in the course of their work, and to set up referral pathways into Hackney Playbus services.
* To network with stakeholders in the public and voluntary sectors.
* To attend community events to build awareness of Hackney Playbus services.
* To build positive relationships with identified referring partners, ensuring that contact is maintained through regular communication, and information is kept up to date.

* To deal promptly and efficiently with referrals, maintaining contact with families in the way most appropriate for them - text message, phone or email.
* To support vulnerable clients, by liaising closely with the Volunteer Manager and Project Manager to ensure that volunteers or staff are available to meet, greet, befriend and accompany as necessary.
* To keep accurate records keeping sensitive information confidential and secure and collate into reports as and when required.

**General**

* To understand safeguarding responsibilities and follow the Hackney Playbus Safeguarding policy at all times.
* To promote and deliver a fair and quality service which is sensitive and responsive to all families using Hackney Playbus services.
* To attend team meetings.
* To participate in supervision with the line manager including an annual development and performance review.
* To be responsible for your own professional development and to be willing to attend training in order to keep skills up to date.
* To undertake other duties as requested by Hackney Playbus from time to time.
* To assist in developing links with local organisations and professional groups, and to raise the profile of the Hackney Playbus.
* To abide by all Hackney Playbus policies and procedures, including equality and diversity, ensuring that no discrimination occurs in the service.

**Person Specification**

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| **Criteria** | **Essential (E) or Desirable (D)** |
| **Qualifications** | |
| Relevant qualification in work in health or social care | D |
| **Knowledge** | |
| A good knowledge and understanding of the educational, developmental and health needs of children and their families | D |
| A good knowledge and understanding of procedures for safeguarding and promoting the welfare of children | E |
| A good knowledge of the range of services in Education, Health, Social Care and the voluntary sector which contribute to the achievement and positive outcomes for children and families | E |
| A good understanding of Equal Opportunities and Inclusion and how they would apply to the post | E |
| Good knowledge and understanding of the Early Years Foundation Stage curriculum | D |
| **Experience** | |
| Experience of working with and engaging with parents and families from diverse backgrounds | E |
| Experience of working with families with children aged 0-5 | D |
| Experience of involving local parents in service planning and delivery | D |
| Experience of report writing | E |
| Skills and Abilities | |
| Ability to identify the support needs of parents/carers of young children | E |
| Be able to initiate and maintain positive and productive relationships with children, parents, services and colleagues | E |
| Excellent interpersonal skills | E |
| Ability to listen and empathise | E |
| Ability to maintain accurate and confidential records | E |
| Ability and willingness to follow policies, procedures and instruction from senior staff and to work as a team | E |



**Hackney Playbus**

**Job Application**

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| Position applied for: | | | |
| **Personal Details** | | | |
| Title: | | Surname: | |
| First name: | | Date of birth: | |
| Address:  Postcode: | | E-mail address: | |
| Home telephone number: | | Mobile telephone number: | |
| **Qualifications & Training** | | | |
| Please give details of your education and any qualifications or training you have completed, starting with the most recent. | | | |
| **Date: From – To (mm/yyyy)** | **College/institution** | | **Qualifications obtained and grade/level** |
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| **Employment & Volunteering** | | | |
| Please give a summary of all your employment history including any voluntary work. | | | |
| **Dates: From – To (mm/yyyy)** | **Job Title and Employer** | | **Brief details of responsibilities** |
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| **Current or Most Recent Employment** | | | |
| Please describe your job responsibilities fully and list your main achievements | | | |
| **Personal Statement** | | | |
| Please describe how your background, skills and personal goals make you suitable for this post. | | | |
| **References** | | | |
| Please supply the name and contact details of two referees who can comment on your suitability for this position. This should be a previous employer if possible. References from relatives will not be accepted. | | | |
| **Title:** | | **Surname:** | |
| First name: | | Relationship to you: | |
| Address:  Postcode: | | E-mail address: | |
| Home telephone number:  Mobile telephone number: | | Can references be taken up with referee now?  YES/NO | |
| **Title:** | | **Surname:** | |
| First name: | | Relationship to you: | |
| Address:  Postcode: | | E-mail address: | |
| Home telephone number:  Mobile telephone number: | | Can references be taken up with referee now?  YES/NO | |
| Do you hold a current DBS certificate? YES/NO | | | |
| **Declaration** | | | |
| I declare that the information I have given on this form is complete and accurate. Furthermore, I declare that I am not banned or disqualified from working with children. I agree that any offer of paid or voluntary work with Hackney Playbus will be subject to satisfactory reference checks.    **Signed: …………………………………………………… Date: ……………………………….** | | | |
| **Where did you hear about this job posting?** | | | |
| **Please return this form to:**  info@hackneyplaybus.org  Hackney Playbus Applications  Hackney Playbus  Kingsmead Kabin, 8-9 Kingsmead Way  London, E9 5QG  **Picture 001** | | | |