



Job description			
Job title	Parental and Community Outreach Officer		
Grade	H		
Directorate	Children's Services		
Service/team	Early Help and Prevention Family Hubs Team		
Accountable to	Family Hub Transformation Manager		
Responsible for	N/A		
JE Reference	A4166	Date Reviewed	January 2025

Purpose of the Job

Support parents/carers to ensure maximum parental/carer involvement in all aspects of the Children's Centres/Family Hubs/Start for Life and Beyond service delivery and development including governance structures.

To develop and implement a strategy to ensure the Children's Centres/Family Hubs/Start for Life and Beyond Service initiate and maintain contact with all families in Knowsley, with a particular focus on the most disadvantaged and excluded, with the aim of ensuring that all families make full use of the universal and preventative services offered through the Children's Centres/Family Hubs/Start for Life and Beyond Service.

To actively promote the Children's Centres/Family Hubs/Start for Life and Beyond across the borough of Knowsley.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To engage with and encourage parents and carers to play an active role in all aspects of the Children's Centres/Family Hubs/Start for Life and Beyond delivery and governance.
2. To plan and implement parent forums/panels to enable as many parents/carers as possible to contribute to management and governance arrangements.



3. To support all parent representatives on advisory boards and operational groups and facilitate their access to appropriate support and training to enable them to fulfil their roles.
4. To liaise with Children's Centres/Family Hubs/Start for Life and Beyond Services and strategic officers to facilitate the involvement of parents and carers in evaluating services and activities.
5. To develop and implement a strategy for encouraging and supporting the use of volunteers in Children's Centres/Family Hubs/Start for Life and Beyond.
6. To liaise with the Stronger Communities Team to support the development and sustainability of community groups as appropriate, including help to source funding streams.
7. To liaise with the communication and marketing team to ensure that appropriate and up to date publicity is available in all relevant venues across the borough and for specific effects and functions.
8. To actively promote the Children's Centres/Family Hubs/Start for Life and Beyond services in the local community to parents/carers and other local practitioners.
9. To ensure up to date and accurate information on other services is available to the children's centres team to ensure that parents and families are signposted as appropriate.
10. To act as the principle, point of contact between the Children's Centres/Family Hubs/Start for Life and Beyond Service, the local community, and local community initiatives, including any local regeneration initiatives to ensure a two-way flow of information.
11. Under the guidance of the Family Hub Programme Manager and in partnership with service providers, develop and implement a comprehensive and sustained outreach programme to all families in the area to ensure that they receive regular information about Children's Centre/Family Hubs/Start for Life and Beyond services and activities.
12. Under the guidance of the Family Hub Programme Manager and in partnership with service providers, develop and implement a specific outreach programme to ensure that fathers and the most disadvantaged and excluded families are encouraged to make and maintain contact with the Children's Centres/Family Hubs/Start for Life and Beyond and take advantage of services.
13. To record, monitor and evaluate all work in accordance with the performance management framework for Children's Centres/Family Hubs/Start for Life and Beyond.



14. To contribute to all team, operational, governance and other meetings as appropriate, producing reports as necessary.
15. To comply with all requirements of Knowsley Council policy and procedures, taking appropriate action where necessary.
16. To comply with all requirements of child protection and safeguarding children's procedures.
17. To carry out other duties commensurate to the grade of the post as required by the area children's centres manager.
18. To have a commitment to Equality of Opportunity and to developing an anti-oppressive culture.

Knowsley Better Together – Staff Qualities



Health and Safety

- To comply with all the requirements of health and safety legislation and council policy, taking appropriate action where necessary.
- To ensure suitable and sufficient risk assessments are carried out taking into account employee's capabilities.
- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security



- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.