HOME START HOST

Family Navigator Manager

Recruitment Pack

September 2026

Welcome

Dear Applicant,

Thank you for your interest in the role of Family Navigator Manager. We are delighted that you are considering joining us at this exciting time. This is a new role created through an innovative partnership between Home-Start HOST and Oldham Metropolitan Borough Council, designed to help families access the right support at the right time and strengthen connections within communities across Oldham.

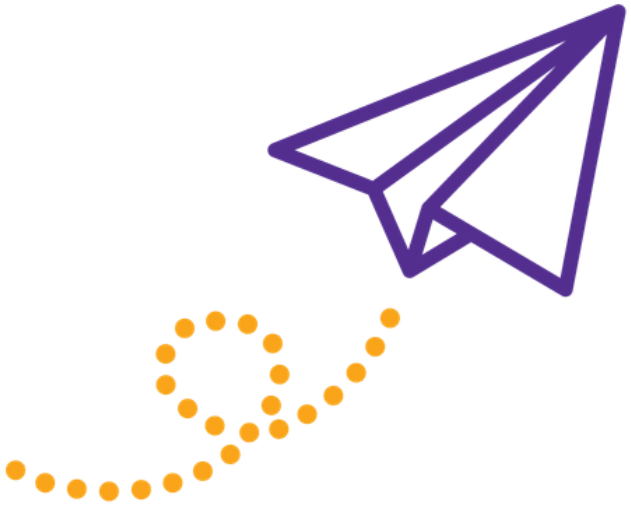
As Family Navigator Manager you would be leading a team of Family Navigators to support families, promote Family Hubs, and help parents and children navigate the wide range of services available to them. The role involves direct work with families, as well as partnership working and team leadership. This is an opportunity to make a lasting difference to local families while being part of a passionate and dedicated team committed to giving children the best possible start in life.

We hope the information provided helps you decide whether this role is right for you, and we look forward to learning more about your skills, experience and enthusiasm for supporting families in Oldham.

Thank you once again for your interest.

With best wishes,

Sarah Cook
Chief Executive Officer
Home-Start HOST



Job Description

Job Title	Family Navigator Manager, Oldham
Salary	NJC Scales 24-27 (currently £36,581 - £39,481). starting salary £36,581
Location	This role is based in one of Oldham's Family Hubs (to be agreed upon selection) and will require regular travel across Oldham and to HOST's main office in Ryecroft Hall in Audenshaw.
Hours of work	36 hours per week.
Contract	Fixed term to 31st March 2029, further continuation subject to funding
Reporting to	Head of Family Support
Annual leave	24 days of paid holiday per year plus bank holidays. Rising to 29 days plus bank holidays after five years of service.
Pension	Employer pension contribution of up to 6% after 6 months
Other benefits	Flexible working arrangements, cycle to work scheme, Employee Assistance Programme including wellness support.
Conditions of employment	Offers of employment are conditional upon the receipt of two satisfactory Employment References and an enhanced DBS Check.

Purpose of the Job

The Family Navigator Manager will lead and coordinate the Family Navigator service across Oldham, ensuring families can access the right support at the right time through Family Hubs, community networks and partner agencies.

The role will work directly with families requiring the Family Navigator service and will provide day-to-day management, supervision and support to Family Navigators working across Oldham's districts, ensuring a consistent, high-quality offer that reflects Family Hub principles and HOST's values. The postholder will build strong relationships with statutory, voluntary and community sector partners, drive service development, monitor outcomes and ensure that family voice informs service delivery.

Main responsibilities

Leadership and Staff Management

- Provide day-to-day leadership, support and supervision to the Family Navigator team.
- Conduct regular one-to-one supervision, performance reviews and appraisal meetings.
- Support staff wellbeing, professional development and continuous improvement.
- Manage absence, conduct, capability and performance issues in accordance with HOST policies and procedures.
- Lead team meetings and facilitate reflective practice sessions.
- Support the recruitment, induction and training of Family Navigators.
- Ensure consistent standards of practice across all districts.

Service Coordination and Quality Assurance

- Coordinate Family Navigator activity across Oldham's Family Hub network.
- Develop systems and processes that ensure families experience seamless access between services.
- Monitor service delivery against contractual targets, outcomes and performance indicators.
- Ensure accurate recording of contacts, interventions and outcomes.
- Analyse service data and provide reports for HOST management, commissioners and partners.
- Identify emerging needs, trends and gaps in provision and contribute to service development.
- Lead on quality assurance, case audits and continuous service improvement.

Partnership Working

- Develop and maintain strong relationships with Family Hubs, health services, schools, early years providers, community groups and voluntary sector organisations.
- Represent HOST at strategic meetings, networks and partnership forums.
- Work closely with Oldham Council and other stakeholders to ensure effective delivery of the service.
- Promote Family Hub services and strengthen community engagement across the borough.
- Support the development of referral pathways and collaborative working arrangements.

Family Support and Community Engagement

- Maintain a caseload of families requiring navigation support.
- Support Family Navigators with complex situations where barriers to engagement exist.
- Promote the use of Family Hubs and wider community resources.
- Champion an asset-based approach that builds family confidence, resilience and connection.
- Ensure families' experiences and feedback influence service development.
- Support outreach activity, community events and engagement opportunities across Oldham.

Safeguarding

- Act as the first point of escalation for safeguarding concerns within the Family Navigator team.
- Ensure safeguarding policies and procedures are understood and consistently applied.
- Liaise with children's social care, health services and other agencies when required.
- Support staff to appropriately manage risk and maintain professional boundaries.
- Promote a culture of safeguarding, inclusion and safe practice.

Digital Engagement and Communications

- Oversee the development and maintenance of information resources for families.
- Support the effective use of websites, social media, newsletters and digital platforms.
- Ensure information shared with families is accurate, accessible and up to date.
- Promote innovative approaches to family engagement through digital channels.

General Responsibilities

- Promote equality, diversity and inclusion in all aspects of service delivery.
- Contribute to organisational planning and service development.
- Ensure compliance with GDPR, confidentiality, safeguarding and health and safety requirements.
- Participate in training and development opportunities.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

This job description is current as of September 2026

Person Specification

Essential Qualifications

- Relevant professional qualification or substantial experience in family support, early help, community development, youth work, social care, education or a related field.

Essential Knowledge

- Understanding of Family Hub and Early Help approaches.
- Knowledge of safeguarding legislation and practice.
- Understanding of issues affecting children, parents and families.
- Knowledge of partnership and multi-agency working.
- Understanding of equality, diversity and inclusion principles.

Essential experience

- Experience of supporting children and families facing complex challenges.
- Experience of supervising or leading staff, volunteers or students.
- Experience of working within multi-agency environments.
- Experience of safeguarding children and vulnerable adults.
- Experience of managing caseloads and service delivery.
- Experience of using performance information and outcomes data.

Essential Skills

- Strong leadership and people management skills.
- Excellent communication and relationship-building skills.
- Ability to motivate and support staff.
- Strong organisational and prioritisation skills.
- Ability to manage competing demands and deadlines.
- Effective problem-solving and decision-making abilities.
- Good IT and data management skills.
- Ability to analyse information and prepare reports.

Desirable

- Management qualification or leadership training.
- Experience of delivering services within Family Hubs.
- Experience of contract or project management.
- Experience of working within the voluntary and community sector.
- Knowledge of Oldham's children and family support landscape.

Special Requirements

- Enhanced DBS check.
- Ability to travel across Oldham and neighbouring areas as required.
- Willingness to work occasional evenings or weekends to meet service requirements.

Application Guidance

Please complete the application form for this post, available on our website at:

https://home-starthost.org.uk/recruitment/

We would also greatly appreciate your completing our anonymous Equal Opportunities Monitoring Form, which helps us ensure we offering fair opportunities.

General Points

- Please read through the job pack to learn about the role and requirements. Details of our projects and the work we do can be found on our website at home-starthost.org.uk
- Included in this pack are a job description and person specification. The job description lists the duties/main tasks of the post, the person specification lists the knowledge, skills, experience, and qualifications needed for the role.
- When completing your application, please ensure you reference the person specification and how you meet our requirements; it is possible that you may not meet every single point, this does not mean we won't consider you for the role. We are interested in what you can bring to Home-Start HOST, so use this opportunity to explain the points you do meet, and how well you can fill the role despite any gaps.
- If you have any questions about the role, please call us on 0161 344 0669 or email recruitment@homestarthost.org.uk to be directed to the best person for your query.

Closing date for applications: Sunday 1st November

Provisional interview date: 20th November

HOST is committed to equality of opportunity, and to safe recruitment practice as an important part of safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all employees and volunteers to share this commitment. All post holders are subject to appropriate vetting procedures and an enhanced DBS check.