

HOME START HOST

Family Navigator

November 2026

Welcome

Dear Applicant,

Thank you for your interest in the role of Family Navigator. 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.

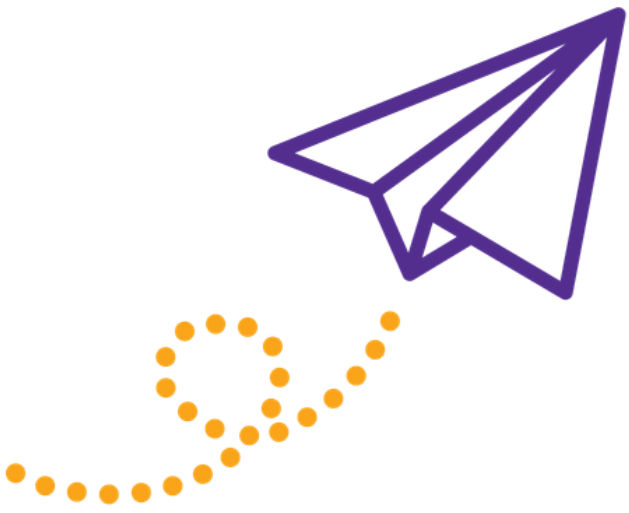
As a Family Navigator, you would play a key role in supporting families, promoting Family Hubs, and helping parents and children navigate the wide range of services available to them. This is an opportunity to make a lasting difference to local families while being part of a passionate and dedicated 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 (District)
Salary	NJC Scales 8-10 (currently £27,709 - £28,608). starting salary £27,709
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	Family Navigator Manager
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 is a community outreach and peer support role, connecting families with Oldham's wide range of services. The Family Navigator team is employed and co-ordinated by Home-Start HOST to work in partnership with Oldham Metropolitan Borough Council. The role works across one of the five Oldham districts to promote and increase access to Family Hubs, Services and Community Networks for Children, Young People and their Families aged 0-19 (0-25 with SEND). The Family Navigators will promote positive child health and development outcomes, enabling families to make informed choices, connect with the right support at the earliest opportunity, and build confidence.



Main responsibilities

- The Navigators will provide information and support families to understand, access and move smoothly between universal, targeted and specialist services, reducing repetition and drop-out.
- Using Asset Based Community Development principles and short-term/light-touch peer support the Navigators with promote and strengthen child and family engagement with Family Hubs and wider services.
- Enable families to experience support as one joined-up journey, with warm handovers prioritised over signposting. Where anxiety or low confidence is a barrier, offer practical handholding, including attending appointments alongside families.
- Attend district and borough wide events to promote the Family Navigator and wider Family Hubs service including school events, and dropping into libraries, clinics, community venues, and shopping areas.
- Raise awareness of Home-Start and Best Start Family Hubs through attending and networking at community events, including schools, early years settings, health, faith and community organisations and by reinforcing consistent key messages.
- Act as connectors in the community, ensuring family voice is heard and that support is co-ordinated around need.
- Increase inclusion and access to support, listening to families to understand barriers to engagement and working to reduce inequalities.
- Support services to gather feedback from families about their lived experience including their experiences of accessing local services.
- Work closely with other Home-Start teams to support seamless transition between services, as well as into the wider Family Hubs community.
- To contribute towards children's good levels of development by encouraging families to take up services/activities in their local Family Hubs and through wider Home-Start services.
- Ensure information for families is regularly updated and easily accessible including through Home-Start's website and social media activity.
- Provide digital access to support, including through direct messages, online chats, the Family Hub website, newsletter, social media and access to Family Hub apps such as Anya and Essential Parent.
- Provide occasional support to other activity delivered by Home-Start HOST.
- Maintain accurate records and contribute to monitoring and evaluation reports.
- Have personal responsibility for Safeguarding and Health and Safety, ensuring Home-Start HOST's policies and procedures are followed at all times.
- Undertake any other duties that may be required to discharge the role and support the organisation.

This job description is current as of September 2026

Person Specification

Education & Training

- Qualified to NVQ Level 3/equivalent or above in a relevant subject

Experience

- Experience of working with or supporting families and making a positive impact

Knowledge and Understanding

- Understands the needs of families with young children
- Excellent knowledge of Oldham's communities
- Knows how to apply good safeguarding practice
- Good understanding of the aims of Oldham’s Best Start in Life Family Hubs
- Has good awareness of HOST's values, work and the difference this makes for families

Skills and abilities

- Warm and approachable with a creative and innovative ability to engage with a wide range of families and partner agencies
- Knowledge of peer support principles and the difference community connection has for families during pregnancy, infancy, and childhood
- Able to use varied computer applications for recording and managing beneficiary data
- Ability to communicate effectively using direct messaging and to use social media to provide engaging content for families

Developing early years expertise

- Willingness to undertake additional training relating to child development and family support
- Ability to make effective use of supervision reflecting on own practice
- Understands the importance of the early years and the influence of the first 1001 days on childhood and beyond

Other requirements

- Commitment to equal opportunities and anti-discrimination practice
- Eligible to work in the UK
- Car driver with access to a vehicle for work purposes
- Commitment to flexible working, including occasional evenings and weekends

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.

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.