

Support Hub Advisor

Salary: Band 7 - £32,061 to £36,363 per annum

Hours per week: Your contractual hours are 37 per week, working Monday to Friday, 8:30-5

Location: Civic Offices

Contract type: Permanent

What is the role?

The Support Advisor plays a key role within the new Support Hub, contributing to a coordinated, relational and preventative system that enables children, young people and families to receive the right help at the right time.

Working as part of a multidisciplinary team, including Link Coordinators, Safeguarding Supervision Leads and wider system partners, you will provide practical, timely and relationship-based support to professionals and families at the earliest stage of need. You will act as a first point of contact and ongoing support function within the Hub, offering advice, guidance, and signposting to services, while ensuring that families and professionals experience a joined-up, consistent and accessible pathway of support.

A core aspect of the role is to engage directly with families, supporting conversations that identify strengths, needs, and appropriate next steps. You will help facilitate access to services and maintain follow-up contact to ensure support is effective and responsive. You will also work closely alongside professionals—particularly within education settings—to support the initiation and coordination of Family Support Plans (FSPs), encouraging early, strengths-based intervention and preventing escalation to higher levels of need (Family Help).

In addition, you will work closely with the Multi-Agency Safeguarding Hub (MASH) to support Tier 2 workflows where cases do not meet the threshold for Family Help, ensuring that appropriate support is identified and effectively followed up. You will be expected to demonstrate a strong understanding of thresholds and the ability to recognise when escalation is required.

Through your work, you will contribute to a system that is relational, restorative and strengths-based, ensuring families feel supported, listened to and empowered, and that professionals are confident in responding to emerging need.

This is a varied and rewarding role where you will see the direct impact of your work in helping families access timely support, strengthening professional practice, and improving outcomes for children and young people across Portsmouth.

Key responsibilities of the role:

- To support and oversee allocated workflow that comes into the Support Hub through the agreed pathways and workflows, ensure timely responses and regular follow up.
- To provide advice, guidance and information to professionals who contact via the 'Duty Line', supporting with signposting, information and follow up.
- To support and bring together multi-agency networks, building positive working relationships between families, education, family help, health services and the wider network.

- To support professionals to undertake a 'Family Support Plan' and the lead professional role where this would be beneficial. To provide support and guidance around this where necessary, or link in with their allocated Link Coordinator (for education settings).
- To support the 'Step Across' of cases closing from Family Help to the wider network (not education) who would be the Lead Professional, supporting them with the process and ensuring that the early support continues for vulnerable children.
- To be able to use the 'Insight Hub' data warehouse to help inform your conversations and record outcomes, ensuring that records are kept accurate and up to date.
- To attend the locality network meetings and ensure that they keep up to date with local knowledge and to network with the wider professional workforce.
- To undertake individual professional development, including 'coaching and mentoring', 'supervision' and 'Safeguarding' training to enable a curious and knowledgeable approach in supporting and mentoring the professional network.

Who is the person?

You need:

- Have relevant experience of working with children, young people and families in settings such as education, early help, social care, health, voluntary sector or similar
- Demonstrate an understanding of early help, safeguarding, and the continuum of need (Tier 2 and beyond)
- Have knowledge of local services and how to effectively signpost and connect families to appropriate support
- Understand the purpose and value of Family Support Plans and coordinated multi-agency working and be able to support others in this practice and process
- Be confident in having supportive, strengths-based conversations with families that build trust and promote engagement
- Show awareness of relational and restorative approaches and how they support positive outcomes for families
- Have excellent safeguarding knowledge, understanding the 'Tiers of Need' (Portsmouth Thresholds document) and have undertaken regular safeguarding training.
- Be able to demonstrate a positive approach and be able to foster this in others, using coaching and mentoring skills.
- Be able to have relational, restorative, honest and challenging conversations with professionals, using a high support, high challenge approach.
- Have the ability to reflect on individual practice, and be being curious to learn and develop in all areas of the role.
- Be a confident individual who can act upon their own initiative and work autonomously making informed decisions, knowing when to escalate issues.
- To have a good understanding of GDPR and manage high levels of confidential and sensitive information.

Experience

- Experience of working directly with families, providing advice, guidance, or support
- Experience of working alongside professionals in a multi-agency environment
- Experience of signposting, coordinating or facilitating access to services



- Experience supporting or contributing to planning processes (e.g. Early Help or Family Support Plans)
- Experience of managing a caseload or workflow and maintaining accurate records

Skills and abilities

- Strong communication and interpersonal skills, with the ability to engage effectively with both families and professionals
- Ability to build positive, trusting relationships quickly
- Skilled in listening, analysing information, and identifying appropriate support pathways
- Ability to work in a solution-focused and strengths-based way
- Confidence in offering advice and guidance to professionals, including via a duty line function
- Skilled in understanding threshold of need and when a situation may need escalating into the MASH
- Ability to organise and prioritise work, managing competing demands within a busy environment
- Ability to follow up proactively, ensuring support remains coordinated and effective
- Competent IT skills, including use of Microsoft Office and case management systems (Mosaic, Insight Hub, Synergy)

Personal qualities

- Compassionate, approachable and committed to supporting families and professionals
- Reflective and self-aware, with a willingness to learn and develop
- Able to balance support and challenge appropriately
- Resilient and able to work within a dynamic, developing service
- Committed to equality, diversity and inclusion
- Professional, reliable and able to maintain confidentiality

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).