

Home-Start Westminster, Kensington & Chelsea and Hammersmith & Fulham (HSWKCHF)



Job Description – Family Support Co-ordinator

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults

Job Title: Family Support Co-ordinator

Employer: Home-Start WKCHF, St Paul's Church Centre, 3 Rossmore Road, London, NW1 6NJ

Contract: Fixed Term, 12 months (with potential for extension depending on funding)

Hours: Fulltime (36 hours) or part-time applicants (4 days) with flexibility around days worked

Location: Working hours will be split between the HSWKCHF office, in Westminster, and in the community with some flexibility for home working.

Salary range: £32,177 to £35,259 pro rata, depending on experience (includes ILW)

Responsible to: the Scheme Manager

Purposes of the job

- A co-ordinator role, with their main focus on family support work.
- To contribute to the effective day to day operation of the scheme in accordance with the Home-Start Memorandum & Articles of Association, Home-Start Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- To maintain high standards of practice in supporting families within the Home-Start model.
- To ensure equality of opportunity, fairness and diversity in all aspects of the scheme's work.
- To implement excellent safeguarding practice in all areas of work.

Main Responsibilities

Support for Families

- Receiving referrals and assessing the needs of families.
- Supporting a case load of families who are waiting to be matched with a volunteer and liaising with referrers as appropriate.
- Introducing families to appropriate support, matching with the appropriate volunteer.
- Ensuring support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance.
- To undertake designated responsibilities to safeguard and promote children's welfare.
- Facilitating family support groups, outings and activities as required.

Support for Volunteers

- Recruiting, selecting and preparing suitable volunteers.
- Matching and introducing volunteers to families.
- Providing on-going support and supervision for volunteers.
- Contribute as required to the delivery of the Home-Start preparation course in full and to a high standard to all prospective volunteers

Working in Partnership

- Ensuring appropriate liaison with referrers and other professionals both statutory and voluntary.
- Networking appropriately within the community and developing a good knowledge of local services, conditions and needs in order to deliver a high-quality, responsive service for parents and children.

Supporting the work of the scheme

- Supporting the implementation and review of all Home-Start policies and procedures.
- Complying with the scheme's administration, monitoring and financial systems.
- Promoting the work of the scheme and the Home-Start ethos.
- Contributing to and supporting the development of the Home-Start network locally, regionally and nationally.
- Undertaking work as delegated by the Scheme Manager/Senior Co-ordinators to support the strategic management, development and future funding of the scheme.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

This job description is current as at September, 2024.

Person Specification - Family Support Co-ordinator

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The following table sets out the essential and desirable skills, abilities, experience, knowledge and special requirements for the post of Home-Start Co-ordinator.

	Essential	Desirable
Education and qualifications		
Good standard of education (Min GCSE, NVQ level 3 or equivalent)	√	
Relevant professional training, e.g. counselling, Early Years, Social Work, Health Visiting		√
Employment History		
At least 3 years relevant previous or current employment or voluntary work, including of working with families	√	
Experience of work in the voluntary sector or as a volunteer		√
Supporting families and working in partnership		
Understanding of the needs of families with young children in a diverse society	√	
Experience of working with and supporting children and families	√	
Knowledge and experience of safeguarding issues	√	
Knowledge of current legislation and policies relating to children and families	√	
Knowledge of the roles of agencies providing services for children and families, and ability to liaise with them	√	
Parenting experience		√
Experience of delivering groups for families and children		√
Presentation and promotional skills		√
Ability to communicate in a local community language e.g. Arabic, Farsi, Chinese, Bengali, Urdu, French, Portuguese, Somali, Spanish, Kurdish		√
Managing volunteers		
Ability to contribute to and motivate a team of volunteers	√	
Supervisory skills	√	
Ability to develop and deliver training		√
Organisational skills		
Good organisational and administrative skills, and a positive and creative approach to tackling tasks	√	
An ability to work independently and use initiative as required, whilst working to the common goals of the team	√	
Ability to prioritise and undertake planning	√	
Knowledge of the voluntary sector and the roles and responsibilities of voluntary management committees		√
Ability to manage a project		√

Self-management/personal attributes		
Excellent interpersonal skills, including networking and negotiating skills	√	
Good IT skills including word, excel, and databases	√	
Ability to communicate effectively by telephone, in writing, by email and in person	√	
Good time-management, and ability to prioritise competing demands effectively	√	
Ability to manage challenging situations	√	
Commitment to good safeguarding practice	√	
Understanding of the need for professional confidentiality	√	
Knowledge of and commitment to equal opportunities and anti-discriminatory practice, and a non-judgemental approach	√	
Special requirements		
Able to work flexibly	√	
Able to work some evenings or weekends		√
Willingness to access training opportunities	√	
Eligibility to work in the UK	√	