

Job Title	Family Support Coordinator
Employer	Home-Start Stroud and Gloucester
Hours of work	22 hours per week (across 3-4 days but must include a Friday) (ongoing employment will be subject to availability of sufficient funding)
Responsible to	Senior Coordinator
Salary	£29,777 FTE   £17,705 pro rata

*Home-Start Stroud and Gloucester is a voluntary organisation committed to promoting the welfare of families with at least one child under five years of age. Volunteers offer regular support, friendship and practical help to families under stress in their own homes, helping to prevent family crisis and breakdown. Family Support Coordinators manage and supervise the support given by volunteers and work directly with families themselves. We also provide a wide range of group support for families (Best-Start, Bump-Start and Mothers in Mind) and specific support to dads/partners through our Dad Matters Gloucestershire Project.*

#### Purposes of the job

- To maintain high standards of practice in supporting families within the Home-Start model and ethos.
- To ensure equality of opportunity, fairness and diversity in all aspects of the scheme's work.
- To implement good safeguarding practice in all areas of 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.

#### Main Responsibilities

##### Support for families

- Receiving referrals and assessing needs of families across Stroud and Gloucester.
- Introducing families to appropriate support (such as signposting to specialist services or matching a family with volunteer support).
- Ensuring support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance.
- Providing direct support to families when there are no volunteers available or where additional needs have been identified.

- Attending professional group meetings when necessary in order to support families and promote good working relationships with other agencies working alongside the family.
- To undertake designated responsibilities to safeguard and promote children's welfare.

### Managing Volunteers

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

### Supporting the work of the scheme

- Undertaking work as delegated by the Senior Coordinator to support the strategic management, development and future funding 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, as required by the Manager.
- Contributing to and supporting the development of the Home-Start network locally, regionally and nationally.

### Working in Partnership

- Ensuring appropriate liaison with referrers and other professionals.
- Networking appropriately within the community.

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.

## Person Specification – Family Support Coordinator

The following are the essential and desirable skills, abilities and experience, knowledge and special requirements for the post of Home-Start Family Support Co-ordinator.

This form also indicates how the different requirements may be assessed during the selection process:

A = Application Form, I = Interview, E = Exercise

Person Specification – Family Support Co-ordinator			
ESSENTIAL	Method of Assessment		
	A	I	E
<b>Education and qualifications</b>			
Good standard of education	✓		
<b>Employment History</b>			
Relevant previous or current employment or voluntary work, including working with families and training volunteers	✓	✓	✓
Experience of work in the voluntary sector or as a volunteer	✓	✓	
Ability to manage a project and keep records	✓	✓	
Ability to prioritise and undertake planning	✓	✓	
Ability to collate reports and statistical information for the Scheme Manager	✓		
<b>Supporting families</b>			
Understanding of the needs of families with young children	✓	✓	✓
Parenting experience	✓	✓	
Knowledge of child protection issues	✓	✓	✓
Knowledge of current legislation and policies relating to children and families	✓	✓	
Knowledge of perinatal mental health issues and the importance of the first 1001 days	✓	✓	✓
<b>Managing Others</b>			
Ability to work as part of a team	✓	✓	
Supervisory skills	✓	✓	
Knowledge of recruitment and selection procedures for volunteers	✓	✓	
Ability to deliver training	✓	✓	
<b>Working in partnership and in the wider context</b>			
Knowledge of the roles of agencies providing services for children and families	✓	✓	
Presentation skills			✓
<b>Self management/personal attributes</b>			
Interpersonal skills		✓	✓
A positive and creative approach to tackling tasks	✓	✓	✓
Commitment to good child protection practice	✓	✓	✓
Knowledge of and commitment to equal opportunities and anti-discriminatory practice	✓	✓	
Understanding of the need for professional confidentiality	✓	✓	

Good written and verbal communication skills	✓	✓	
Negotiating skills	✓	✓	✓
<b>Special requirements</b>			
Able to work flexibly		✓	
Willingness to access training opportunities		✓	
Car driver and owner	✓		
Eligibility to work in the UK	✓		

<b>DESIRABLE</b>			
Professional training in supporting mental health issues	✓		