

Family Liaison Manager

Home-Start Camden & Islington

Job Description

Hours: 35 hours per week, Mon – Fri

Contract: Permanent, subject to ongoing funding

Salary: £37,310 per annum FTE

Location: Camden & Islington, Kentish Town (with home, community & office working)

Reporting to: Head of Delivery



About Home-Start Camden & Islington

Home-Start Camden and Islington is a voluntary organisation committed to promoting the welfare of families with at least one child under five years of age. Supported by dedicated and experienced staff, our trained volunteers provide regular emotional and practical support to families experiencing challenges, helping to prevent family crisis and improve outcomes for children.

Following the expanding needs of our service, we continue to develop strong partnerships across both boroughs and have an established track record of securing funding from charitable trusts and national funders.

Role Description

The team consist of three Family Liaison Manager who play a key role as the main point of contact between families, volunteers, referrers and the organisation.

The postholder will manage a caseload of families and oversee volunteers providing direct peer support to families in their homes and within the community. You will contribute to the recruitment, training of volunteers and lead on their supervision. You will build positive relationships with partner agencies and help ensure families receive timely and appropriate support.

This is a varied and rewarding role requiring strong organisational skills, sound professional judgement, and the ability to work both independently and collaboratively within a small team.

Key Duties & Responsibilities

- Provide active support to families across Camden and Islington through home visiting and community-based support
- Manage and oversee a minimum caseload of 30 families, ensuring support is delivered in line with organisational standards and safeguarding procedures
- Support the recruitment, induction and ongoing development of volunteers, delivering regular one to one supervision for your allocated volunteers.
- Assess the needs of families referred to the service and support the matching and introduction process with volunteers
- Gather feedback from families and volunteers to monitor the quality and effectiveness of support provided
- Work with the Head of Delivery to review case management, referrals, and allocate cases appropriately
- Maintain accurate and confidential records using the organisation's case management system, ensuring compliance with GDPR and safeguarding requirements
- Produce reports and case information to support service monitoring and performance reporting
- Build and maintain positive working relationships with referrers, professionals and multi-agency partners to promote the service and maintain good standards of delivery
- Implement and follow organisational policies and procedures relating to safeguarding, equality, confidentiality and health and safety
- Participate in training and continuing professional development relevant to the role
- Contribute positively to team working and support the effective day-to-day running of the service

Person Specification

We are looking for a highly organised, motivated and approachable individual who is passionate about supporting families with young children.

The successful candidate will be able to manage a varied workload, communicate effectively with families and professionals, and build supportive relationships that

encourage positive change. You will be confident working independently whilst also contributing collaboratively within a team environment.

The role involves direct work with families with at least one child under five years old, including home visits and community-based support across Camden and Islington.

The office base is in Kentish Town. Staff are currently expected to attend the office every Wednesdays and on additional days as required for service delivery, meetings and team activities.

Essential Knowledge and Skills

- Lived or professional experience of working with children and families
- Knowledge and understanding of safeguarding children and vulnerable adults
- Experience of working with or supporting volunteers, including supervision and monitoring quality of support
- Experience of facilitating or delivering training, workshops or group support
- Ability to prioritise and manage a varied workload effectively
- Strong verbal and written communication skills
- Experience of building positive relationships with professionals and partner organisations
- Experience of outreach and engagement across diverse communities
- Understanding of equality, diversity and inclusion
- Good administrative, record-keeping and report-writing skills
- Good working knowledge of Microsoft Office applications and case management/database systems
- Ability to work both independently and collaboratively as part of a team

Desirable Experience

- Experience of working within the voluntary or community sector
- Knowledge of Child Development
- Experience using CRM or case management databases
- Relevant qualification or training in areas such as family support, social care, counselling, education, early years, mental health or related fields

Additional Information

Appointment to this post will be subject to satisfactory references and an enhanced DBS check.

Home-Start Camden and Islington is committed to equality, diversity and inclusion and welcomes applications from all sections of the community.

What We Offer

- 25 days annual leave plus bank holidays (pro rata)
 - Pension contribution
 - Training and development opportunities
 - Flexible and supportive working culture
 - Opportunity to contribute to meaningful community impact
 - A collaborative and values-led working environment
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Equality, Diversity & Inclusion

Home-Start Camden & Islington is committed to equality, diversity and inclusion. We welcome applications from people of all backgrounds, communities and lived experiences and are committed to creating an inclusive working environment where everyone is treated with dignity and respect.

We are particularly keen to hear from applicants who reflect the diversity of the communities we serve.

How to apply

Please send you CV and a completed application questions to charmain@homestartcamden.org, by the closing date **Sunday 28th June 11:59pm**

Learn more about Home-Start Camden and Islington [here](#)

