

Job Description – Family Support Coordinator

Job Title: Home-Start Family Support Coordinator

Employer: Home-Start Watford and Three Rivers

The Lord-Lieutenant's Charity Hub, 6 Hercules Way, Leavesden,
Watford, WD25 7GS

Hours of work: 24 hours per week

Salary: £29,300 pro rata

Responsible to: Director of Services

Purposes of the job

- To maintain high standards of practice in supporting families within the Home-Start model
- To lead a service delivery project relevant to current funding and professional experience
- To recruit, train and support a team of volunteers
- To identify, train and support a team of 'Buddies' in the Peer to Peer program
- To develop working relationships with local Family Centres, Health Visitors, members of the Clinical Commissioning Groups and other local referrers.
- Implement high quality 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.
- To ensure equality of opportunity, fairness and diversity in all aspects of the scheme's work.

Main Responsibilities

Support for families

- Receiving referrals and assessing needs of families.
- Introducing families to appropriate support, including families with complex needs (e.g. families working with statutory services, poor mental or physical health, additional needs, domestic abuse survivors, families with English as an additional language)
- Ensuring continuity of support to families suitable for Peer to Peer programme who may be at risk of re-referral
- Ensuring support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance

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

- Undertaking designated responsibilities to safeguard and promote children's welfare.

Managing Volunteers

- Identifying, 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, initial and on-going training opportunities for volunteers.

Managing Peer to Peer 'Buddies'

- Identifying, training and supporting suitable 'Buddies'
- Matching and introducing 'Buddies' to families
- Contribute as directed to the delivery of the Peer to Peer Course in full and to a high standard to all prospective 'Buddies'
- Support, attend and deliver project activities
- Provide support, supervision and on-going training opportunities, empower to become a home-vising volunteer when suitable.

Working in Partnership

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

Supporting the work of the scheme

- Leading, monitoring and developing service delivery project
- 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 Senior Coordinator.
- Contributing to and supporting the development of the Home-Start network locally, regionally and nationally.
- Actively participating in and contributing to the organisation's fundraising events and actively supporting the organisation to secure funding

Use of a car is essential

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, including occasional weekend work.