



Oxford

Home-Start Oxford Job Pack



**Family Coordinator
Home Visiting
May 2024**

Instructions to applicants

To apply for this post, please complete the application form, equal opportunities monitoring form, and submit along with a covering letter, to admin@homestartoxford.org.uk.

Please clearly state which Family Coordinator post you are applying for, Growing Minds or Home Visiting.

We only accept applications on the requested application form, as part of our commitment to safer recruitment practice. CVs will not be accepted.

Applications received after **midday on Monday 17th June** will not be considered.

You are welcome to contact us to discuss this role. The person to contact is Alice Dore, via email on admin@homestartoxford.org.uk or by calling our main number - 01865 649003.

We believe that diversity in the workplace enables us to create a relevant, innovative and effective organisation. We are an equal opportunity employer and welcome applications from candidates with diverse life experience. We are committed to recruitment that is fair and free from bias.

Home-Start Oxford is a Disability Confident Employer. Please get in touch if you require this information in an alternative format, or to discuss an alternative form of application or other forms of reasonable adjustment.

Key Dates

Closing date for applications

Monday 17th June at midday

Shortlisted candidates notified

Friday 21st June

Interviews

Likely to be **Friday 28th June or Monday 1st July**

Dear Applicant,

Thank you for your interest in the Family Coordinator post. We enclose some further information about the organisation and the role, along with the application form, guidance notes and equality and diversity monitoring form.

Core Belief

Home-Start believes that children need a happy and secure childhood and that parents play the biggest role in giving their children a good start in life and helping them achieve their full potential.

Our Mission

Home-Start offers support, friendship and practical help to parents with young children in local communities throughout the UK. We recruit and train volunteers, who are usually parents themselves, to visit families at home and offer them non-judgemental, compassionate, confidential support.

Home-Start supports parents as they grow in confidence, as they strengthen their relationships with their children and widen their links within the local community. In this way we aim, in partnership with other agencies, to foster the development of children, the health and welfare of the family, and an environment which prevents family crisis and risk to children.

Home-Start Oxford

We are one of three local Home-Start charities in Oxfordshire, founded in 1988 to develop Home-Start services in Oxford and the central part of the county. Last year we worked with over 400 families. We are an independent local charity with a staff team of twelve (all part-time), over 50 family support volunteers, and nine volunteer trustees. Home-Start Oxford's budget this year is approximately £350,000.

Home-Start Oxford is a member of the wider Home-Start UK network. This consists of some 180 local Home-Starts across the UK and in Cyprus. Home-Start UK is part of the worldwide Home-Start International federation.

Each Home-Start is an independent charity, working to shared values and ethos, and nationally agreed practice standards. Home-Start UK provides a range of support services.

Home Visiting

Starting in the home, our support is as individual as the people we are helping.

Families can self-refer, or be referred by other services, and we assess these referrals to understand the family's needs, risks and suitability for Home-Start's service. Where we are able to offer support, it is the role of the Coordinator to meet with families at their home, before

carefully matching them with a trained volunteer, who visits weekly. Recruitment, training, support and management of volunteers is therefore a key part of the role. The focus is on building trusted relationships, and providing expertise in family support and safeguarding, to help volunteers have maximum impact.

The Coordinator visits the family every three months and at the end of support, to review progress, and undertakes supervision with volunteers every six weeks. The duration of support is flexible according to the family's needs, with the recent average being around a year.

The selection process:

Please apply by sending a completed application form to Alice Dore via email on admin@homestartoxford.org.uk or by post to Home-Start Oxford, 26 Kingfisher Green, Greater Leys, Oxford OX4 7BX.

The closing date for applications is 12 noon, on Monday 17th June 2024

Interviews are likely to be held on the 28th June or 1st July 2024

After considering all applications, we shall invite those shortlisted to an interview. Whether or not you are shortlisted, we shall contact you to inform you of the outcome.

As part of our commitment to safer recruitment, any offer to a selected candidate is subject to satisfactory references and an enhanced DBS check.

Further information

We hope that after reading the application pack you will be encouraged to apply.

You can find further information about our work and services at www.homestartoxford.org.uk and background to the organisation nationally at www.home-start.org.uk

Yours sincerely

A handwritten signature in blue ink, appearing to read 'K Barber'.

Katharine Barber
Chief Executive

Home Start Oxford Job Description

Job Title: Family Coordinator

Employer: Home-Start Oxford

Location: 26 Kingfisher Green, Greater Leys, Oxford OX4 7BX, with requirement to travel in our area of Oxford City, central and west Oxfordshire. Opportunity for partial home working.

Hours of work: 30 hours/week

Salary: Full time equivalent salary £28,282 – actual salary £22,932 based on 30 hrs/week.

Responsible to: Head of Family Support

Home-Start Background

Home-Start believes that children need a happy and secure childhood and that parents play the biggest role in giving their children a good start in life and helping them achieve their full potential.

Home-Start offers support and practical help to parents with young children in local communities throughout the UK. We recruit and train volunteers, who are usually parents themselves, to provide non-judgemental, compassionate, confidential support through visiting families at home, and running groups.

Home-Start supports parents as they grow in confidence, as they strengthen their relationships with their children and widen their links within the local community. In this way we aim, in partnership with other agencies, to foster the development of children, the health and welfare of the family, and an environment which prevents family crisis and risk to children.

Role Background

We are expanding our team of Family Coordinators, to help us meet the need for one-to-one support for families with children under five, in Oxford and Central Oxfordshire, and recruit and train the volunteers who are matched to provide this support.

Purposes of the job

As a Family Coordinator, you will play a vital role as the first person typically in contact with a family seeking support. You will be a skilled communicator, able to build relationships with mums, dads and volunteers from all walks of life and background. The ability to put people at ease and embody Home-Start's ethos of no judgement and Real Life Parenting, are key qualities you will need in the job.

You will be responsible for interviewing and nurturing prospective volunteers to ensure they have a rich and rewarding volunteering experience. A key part of the role is delivering volunteer training, online or in person, including the 8-week 'Preparation' course, and organising enhanced training and appreciation events. You will be a skilled judge of character, to help achieve the all-important 'match' between parents, children, and their Home-Start volunteer.

We provide holistic support to families with young children, for a wide range of needs. Perinatal and infant mental health, parenting, support for the home learning environment, domestic abuse, and supporting families with adult or child disability are all areas in which experience is valuable and you could help to develop our expert support.

Main Responsibilities

Support for families

- Evaluate referrals and undertake home assessment visits to determine families' needs.
- Review support to families at regular intervals, and at the end of Home-Start support. This will take place at the family's home.
- Provide electronic, written and verbal reports for other agencies.
- Represent the charity at multi-agency meetings concerning supported families.
- Undertake 'designated lead' responsibilities to safeguard and promote children's welfare.
- Assisting in the delivery of group support as needed from time to time.

Recruiting, training and managing volunteers

- Recruiting, selecting and preparing suitable volunteers.
- Practicing safer recruitment and selection procedures.
- Matching and introducing volunteers to families.
- Work with colleagues to deliver the Home-Start preparation course to all prospective volunteers.
- Providing support, supervision and initial and on-going training opportunities for volunteers.

Data and impact

- Maintain timely, complete and accurate records of family and volunteer's engagement, needs and 'journey of change' within Home-Start's online database.
- Contribute observations, anonymised quotes and family progress, to support the learning and development of our service, and contribute to Home-Start's fundraising, communications and impact reporting.

Working in Partnership

- Ensure appropriate liaison with referrers and other professionals.
- Network within the community; developing strong working relationships with partner organisations to ensure our service is effective and inclusive.

Supporting the work of the charity

- Contribute to the effective day to day operation of the charity's work in accordance with the Home-Start's governing document, Home-Start Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- Maintain high standards of practice in supporting families within the Home-Start model.
- Ensure equality of opportunity, fairness and diversity in all aspects of the charity's work.
- Implement good safeguarding practice in all areas of work.

- Support the strategic management, development, fundraising and marketing of the charity.
- Support the implementation and review of Home-Start's policies and procedures.
- Comply with the charity's administration, record keeping, monitoring and financial systems.
- Promote the work of the charity, as required by the Head of Family Support and Chief Executive.
- Contribute to and support the development of the Home-Start network locally, regionally and nationally.

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.

May 2024

Person Specification – what we are looking for

Please structure your response to the ‘Knowledge, skills and experience’ section of your application form, in relation to the criteria listed below.

Criteria		Essential?
Knowledge	1. General good standard of education, literacy and numeracy, and a minimum level 3 qualification or equivalent in related field.	Essential
	2. Comprehensive knowledge of safeguarding.	Essential
	3. Understanding of the needs of families with young children, and how to build trusted, non-judgmental relationships.	Essential
	4. Knowledge of programmes and key agencies to support parenting and child development.	
	5. Understanding of school readiness and how young children learn; the ability to work alongside parents to support their involvement in their child’s learning.	Essential
	6. Knowledge of GDPR requirements and processes to maintain professional confidentiality.	Essential
	7. Relevant professional training, for example, mental health, child care, health visitor, Peep Learning Together, Solihull Approach, The Nurturing Programme, Domestic Abuse Champion.	
Experience	8. Relevant, previous or current employment, or voluntary experience in family support.	Essential
	9. Experience in safeguarding practice.	Essential
	10. Experience of being or working with volunteers.	
	11. Understanding and experience of promoting equality in employment and service delivery.	Essential
	12. Experience managing difficult situations, and work with vulnerable people.	Essential
	13. Experience with customer relationship management databases and reporting.	
Key Skills	14. Strong interpersonal skills. Ability to build positive relationships with a variety of people and organisations.	Essential

	<p>15. Excellent communication skills; able to communicate sensitively and effectively with adults and children.</p> <p>16. Skills to train and support volunteers.</p> <p>17. Proven ICT skills, especially in using database software, Microsoft 365</p> <p>18. Good organisational and administrative skills, and a positive and creative approach to tackling tasks</p> <p>19. Able to prioritise workload and plan time effectively.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Other	<p>Frequent travel is required across the county. A full driving license and access to your own vehicle or funding through Access to Work is essential. To find out more about the types of support Access to Work can provide follow this link – Access to Work. Mileage is paid at 65p per mile.</p>	