

We're a
neighbourhood
like no other.
Be part of it.



Welcome to Coin Street.



So what exactly is Coin Street?

We're a community-led social enterprise, meaning we use activism, connection and expertise to protect and nurture our local area.

Since we began our mission back in the 1980's, when our area of London's South Bank was largely unloved and derelict, we've worked tirelessly to create 13 acres of dynamic, welcoming and creative urban landscape. Here we provide homes, public spaces, and opportunities for independent businesses to flourish.



But it's not just about spaces...

As well as maintaining buildings and businesses, we offer sports, health and wellbeing initiatives to the community, along with support and education for people of all ages.

We're here every day, for everyone.

Job pack

Coin Street

Who you are.

You're driven, innovative and ready to make a difference to people from ALL walks of life, in a neighbourhood with an incredible history and an even more exciting future.

If you're passionate about what people can achieve together, and the positivity forged from community, join us in our mission to foster inclusivity, growth, and well-being for all in this very special place.



Why join us?

- Make a unique difference in a unique place.
- Thrive in a dynamic community, with a passionate team
- Grow your skills and career while helping to change lives for the better.

Ready to take action?

The role.

Job title:	COMMUNITY FAMILY NAVIGATOR
Reports to:	Senior Community Manager
Contract:	Permanent, Part Time 28 hours per week, Monday–Thursday
Salary:	£28,853 per annum (full time equivalent of £36,066)

About the role

Act as a trusted first point of contact for families, helping them identify needs, access services and navigate support pathways across Coin Street, Family Hubs and partner organisations.

The Community Family Navigator plays a key role in helping families access the support, services and opportunities available within their local community. Acting as a trusted point of contact, the postholder will connect families with relevant services provided by voluntary, community and faith organisations, schools, family hubs, early years providers, and health and social care partners. Through building strong relationships with local services and families, the Community Family Navigator will promote meaningful engagement, strengthen community connections, and provide practical, compassionate support that empowers families to thrive.

Who you will work with

The Community Hub supports children, young people, families and adults through a blend of family support, early years education, youth work, adult education, community participation, volunteering and early help services. The team delivers accessible universal and targeted activities, targeted interventions and community-based opportunities that strengthen wellbeing, financial and emotional resilience and social connection, while working closely with local partners to improve outcomes and create pathways into wider support and opportunities.

Your day-to-day

Responsibility for:

1. assisting in the development of strong local partnerships with schools, early years' settings and other relevant community organisations with an aim of developing an integrated community-based multiagency delivery model in the Community Hub
2. helping navigate families, children and young people through the services which are on offer. Being a frontline presence in the Community Hub
3. maintaining accurate and confidential records of family interactions, services provided and outcomes achieved and ensure that all records are analytical, well written and timely
4. increasing community awareness of the Community Hub, other Family Hubs and the wider voluntary sector services by creative engagement with website, social media and other community-based opportunities
5. developing methods of co-production with colleagues, families, parents, carers and community groups help shape services. Lead on gathering stakeholder voices to inform service design so that existing and potential service users influence the design, delivery, evaluation and continuous improvement of services
6. coordinating outreach with schools and community providers to promote services, and increasing participation, particularly among marginalised, disengaged and otherwise unseen groups, using available data to identify and target gaps in reach area and Coin Streets area of benefit.
7. providing Enhanced Tier 1 support to families through timely needs identification, guidance, signposting and follow-up; where needs meet the threshold for additional statutory services or safeguarding concerns arise, making appropriate referrals to the Multi-Agency Safeguarding Hub
8. working closely with the Coin street nursery, GPs, early years' settings, schools, and community services to identify families who may be at greater risk of poor outcomes and not currently accessing services
9. supporting the delivery of universal and targeted activities within the Community Hub, including leading and participating in groups and workshops attended by parents and children, where appropriate, undertaking home visits
10. engaging families through outreach, welcome conversations and ongoing support, helping them identify strengths, needs and priorities. Leading sessions and activities in the hub and working with partners to improve outcomes for families. Supporting a caseload of families at Enhanced Tier 1. following up with families after initial contact or referral to check whether support has been accessed, identify any barriers and agree any further action required

11. providing information, advice and practical guidance on available services, activities and support opportunities
12. coordinating referrals with local practitioners and partner agencies, monitoring progress and ensuring families experience joined-up support and timely follow-up
13. working with practitioners and partner agencies to coordinate support around children's and families' needs and aspirations
14. monitoring the effectiveness of Enhanced Tier 1 support by reviewing family progress, recording outcomes and identifying when support should be stepped up, stepped down or concluded
15. analysing family insight, engagement feedback and identifying recommended adaptations to Community Hub sessions, early help activities and support pathways.

Contributes to:

16. family support and early help by helping families access appropriate support before needs escalate and by strengthening family resilience.
17. community access and service navigation by helping families understand, access and benefit from the support available to them.
18. data, insight and impact measurement by capturing information about needs, service access and outcomes that supports continuous improvement.
19. partnerships and multi-agency working by helping coordinate support between families, practitioners and partner organisations.

General requirements

To comply with Coin Street's Diversity, Equality, and Inclusion policy.

To comply with Coin Street's Health & Safety policies.

To comply with Coin Street's Safeguarding policies.

To comply with Coin Street's IT policies and procedures.

To promote an organisational culture that reflects Coin Street's Values:

- *Creative: By looking for solutions rather than problems I will find better ways of doing things.*
- *Collaborative: By respecting the views of others we will learn, grow, and achieve more together.*
- *Committed: I do what I say I am going to do and do the best job I can.*
- *Curious: We ask questions about what we do and the way we do things – as an organisation, community and society.*
- *Inclusive: I embrace difference and encourage authenticity.*

We do this by:

- *Respecting each other through kindness, empathy, and consideration.*
- *Asking questions and listening well to each other.*
- *Holding an open mind and seeking out new possibilities and opportunities.*
- *Actively involving others to better understand the value they bring.*
- *Holding ourselves and each other to account on what we will do and when we will do it.*
- *Creating time and space for reflecting and growing from our learning.*
- *Challenging unhelpful behaviours and intolerance constructively.*

Who we're looking for.

Knowledge and experience

1. Relevant qualification at L3 or equivalent in childhood or health studies.
2. Full and relevant childcare or early years qualification at Level 3 or above, including child development from birth to 11 years, would be desirable.
3. Must be ICT literate to intermediate level and have accurate writing, reporting and budgeting skills.
4. Knowledge of child protection, safeguarding and basic health and safety requirements.
5. Knowledge of trauma-informed practice, adverse childhood experiences and their impact on families.
6. Knowledge of SEND and supporting children with additional needs would be desirable.
7. First Aid qualification would be desirable.

Skills and abilities

1. A personal commitment to and enthusiasm for Coin Street's, purpose, values, ethos, and mission.
2. Able to build trusting relationships with children, families, community organisations and partner agencies.
3. Able to assess needs, identify appropriate support and develop practical plans with families.
4. Able to communicate effectively with people from a wide range of backgrounds and circumstances.
5. Able to maintain accurate records, referrals and monitoring information.
6. Able to work independently while contributing to wider partnership and community-based initiatives, including Family Hubs, early help services and community-based support provision.
7. Able to signpost, advocate for and support families to access services and opportunities.
8. Able to maintain professional boundaries and manage challenging situations constructively.

What's in it for you.

Holiday

Take a break with 35 days of leave per year (inc Bank Holidays), increasing with your length of service.

Pension

Save for your future with our 5% pension contribution, when you contribute at least 3%.

Protection

We're here for you, with Income Protection, Death In Service benefit (3 x salary), and Critical Illness cover.

Investment in you

We're committed to your training & development, including regular progress & support reviews, and training opportunities.

Wellbeing

We prioritise your wellbeing with webinars, courses, mediations, and therapy session, plus free gym membership at Colombo Centre.



Job pack



Sick pay

We offer 8 weeks at full pay and 5 weeks at 50%. Offered after 6 months and increases after 5 years.

Flexible working

We trust you to do your job, so where possible, we offer flexible working and hybrid working.

Community

Feel part of our community with information and team building days, plus plenty of socialising.

Staff discounts

Enjoy a wide range of discounts from retailers and service providers for shopping, dining, experiences, car maintenance, study, and more.

Nursery discounts

Enroll your kids in our nursery, and receive 20% discount on nursery fees.