

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

Job Description – Family Support Coordinator

Job Title: Family Support Coordinator

Employer: Home-Start Manchester, Woodville Children’s Centre, Shirley Rd, Cheetham, M8 0NE

Hours of work: 22.5 hours up to 35 hours per week. Permanent contract subject to funding.

Salary: £24,484 - £28,514 35 full time pay (pro rata for part time)

Responsible to: Service Manager

Base: Home-Start Manchester’s offices with some home working as appropriate

Purpose of the Job

The main objective of this post is to coordinate a volunteer-led home visiting support service for families referred for support who do not meet the criteria for our specific projects. These families wait much longer for support due to limited funding.

The project is a Citywide project supporting families whom have at least one child under 5, and who may have a range of issues and support needs ranging from low level to complex.

The Coordinator will work as an integral member of the Home-Start team as well as wider teams of professionals from universal and specialist services to provide a coordinated response to families’ needs. They will assess need and carefully match volunteers with families. This will include instigating Early Help assessments and attending case planning meetings.

The Coordinator will have an understanding of recruiting, carefully selecting and managing volunteers to ensure they feel supported and fully trained to offer effective support to families in order to get the best outcomes for the family and in particular the children.

The Coordinator will be experienced in working with families in their own home. They will be skilled in recognising and responding to safeguarding concerns, be apt in completing strengths-based assessments and conversations and have a deep understanding of the issues families can face and the link with childhood development and difficulties they may experience later in life.

Working Environment

To work in a variety of environments including families’ homes, children’s centres, nurseries, health clinics, etc. The post holder is expected to drive between visits. Liaison with other agencies will require the post holder to attend meetings in Children’s Social Care, health, voluntary settings and educational settings across Manchester.

Home working is also expected.

Main Responsibilities

Support to Families

- Generate referrals and assess the needs of families referred into our Core/Generic support offer.
- Assess the impact of the intervention using the Lamplight outcomes measures.
- Work directly with families, if required, before they 'step down' to volunteer support.
- Introduce families to appropriate support, including Home-Start volunteers and support from other agencies.
- Ensure support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance.
- Undertake designated responsibilities to safeguard and promote children's welfare.
- Maintain high standards in supporting families within the Home-Start model, embracing reflective practice through group clinical Supervision.
- Ensure equality of opportunity, fairness and diversity in all aspects of work.
- Adhere to data protection and information sharing policy and procedure.
- Be responsible for working at all times within the appropriate Safeguarding guidelines.
- Carry out thorough risk assessments to protect the safety of yourself and volunteers when visiting families in their own homes.
- To plan and organise own workload. This includes receiving referrals as allocated by line manager, liaising and co-working with colleagues, and prioritising and planning support.

Managing Volunteers

- Contribute to regular volunteer recruitment drives as actioned by line manager to attract sufficient numbers of volunteers.
- Carry out robust selection of volunteers in line with Home-Start's procedures to ensure quality and safety.
- Contribute as directed to the delivery of the Home-Start preparation course in full and to a high standard to train prospective volunteers
- Give careful consideration to and appropriately match volunteers to families.
- Support volunteers to engage families in a range of activities designed to build their resilience and support networks, and improve whole family well-being.
- Provide support and supervision for volunteers, alongside informal support contact.
- Ensure volunteers submit regular, high quality records of the support to families.

Working in Partnership

- Ensure appropriate liaison with referrers and other professionals.
- Develop a strong relationship with early years providers.
- Share and learn from others best practice in supporting families during the early years.
- Network appropriately to promote the service and attract volunteers.

Supporting the work of Home-Start

- Contribute to the effective day to day operation of Home-Start in accordance with the Home-Start Memorandum & Articles of Association, Home-Start, Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.

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- Undertake work as delegated by the CEO to support the strategic management, development and future funding of Home-Start.
- Support the implementation and review of all Home-Start policies and procedures.
- Comply with Home-Start's administration, monitoring and financial systems.
- Promote the work of Home-Start and the project.

Financial & Physical Responsibilities

- The post holder has a personal duty of care in relation to the use of and storage of equipment and resources, including DVD recorders, DVD camera, TV and computer.
- To ensure that the environment for family work is clean, safe and appropriate.
- To use audio-visual aids in teaching and learning environments. This includes the use of filming and computer playback equipment.
- To use computers for data collection, report writing and audit purposes.

Information Resources

- To maintain high standards of record keeping including electronic data entry recording, and letter writing.
- To contribute to the development of records to accurately monitor relevant information to evaluate the project. This will include pre and post evaluations for each family.
- Undertake audits and evaluations of the service.

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.

Home-Start Manchester is fully committed to creating and sustaining a fully inclusive workforce culture. We support flexible working. We welcome applicants from all backgrounds and communities, and we particularly welcome applicants who are currently under represented in our workforce. This includes but is not limited to Black, Asian and Minority Ethnic (BAME) candidates and disabled candidates

This job description is current as at Oct 23.