

## Job Description **Family Support Coordinator**

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<b>Reporting to</b>	Family Centre Manager	<b>Service Area</b>	CYP
<b>Location</b>	Mole Valley FC Reigate & Banstead FC	<b>Contract</b>	35 hours per week Permanent
<b>Salary Range</b>	£26,780 - £29,974		

### About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

Our three core areas of work are:

- Children & Young People
- Housing
- Health & Wellbeing

### Job Purpose

You will be responsible for providing 1:1 support to families with children and young people aged 0-19 years old (up to 25 years for young adults with additional needs) and involve them in a range of group projects to achieve best outcomes.

This role requires a strong understanding of relevant legislation and resulting practice/procedure issues in family support services, as well as the ability to quickly establish and maintain effective working relationships with assigned families, agencies and professionals.

### Service Area

The Family Support Coordinator reports to the Family Centre Manager and sits within Family and Youth Services. The role is based at the Family Centre with travel around the relevant district (Mole Valley, or Reigate & Banstead).

### Job Profile

#### Main responsibilities

1. Build positive relationships with all families referred to the Family Centre by offering one-to-one and group support
2. Developing and delivering a programme of Emerging Needs group activities including drop-in sessions for families awaiting support from a Family Support Worker, evidence-based parenting sessions such as Parenting Puzzle
3. Supporting the Family Centre Manager to assess the needs of families referred to the Family Centre and signposting to appropriate supportive provision
4. Accompanying families to group activities to improve their access and build confidence

5. Contact families waiting to be allocated to a Family Support Worker to ensure that appropriate support is in place and that their needs are being met
6. Research new and existing community support opportunities and ensure that these are publicised regularly to families and YMCA East Surrey colleagues
7. Building relationships with relevant statutory and voluntary sector partners such as School Link Workers, Surrey County Council Officers, HomeStart Workers and colleagues from the wider voluntary, community and faith sectors
8. Ensure all safeguarding concerns are raised immediately with the Centre DSLs or Family Centre Manager
9. Support the Family Centre Manager to meet Family Centre KPI's and Guidance on Working with Families on the Pre-Allocation List
10. Supporting Family Centre Manager to work with partners and groups across the district, sharing and signposting relevant information to develop services and activities
11. Provide support for the family, using a variety of interventions including motivational interviewing, solution focused approaches and accredited parenting strategies
12. Deliver 1:1 evidence-based parenting programmes of support to achieve best outcomes for families and priority groups and record observations on electronic systems to the agreed standard and within agreed timescales
13. Develop community knowledge and links for the benefit of children, young people and their families and the wider family support service
14. Use the various IT systems and programmes to log families progress which includes the Early Help Management system and Outcome Star records
15. Work alongside other YMCA East Surrey Children and Young People colleagues and staff to share good practice
16. Ensure YMCA East Surrey's policies and procedures are always followed, including safeguarding and health and safety
17. Attend YMCA East Surrey staff meetings, training and staff development events, as appropriate, to ensure continuous professional competence and development
18. Undertake any other duties and responsibilities reasonably requested by your line manager

## Person Specification

### Knowledge & Experience

- Professional experience in a relevant professional area with families and children
- Demonstrable knowledge base regarding relevant legislation and resulting practice/procedure issues in family support services
- Experience of establishing and maintaining effective working relationships with other agencies and professionals
- Professional experience of delivering group and 1-1 support to families, children and young people ideally using motivation interviewing techniques
- Knowledge of good safeguarding procedures in relation to children and young people, and the ability to maintain effective professional boundaries
- Understanding of, and commitment to equality, diversity and inclusion

### Skills & Abilities

- A command of Microsoft Office 365 including Word, Excel, and PowerPoint and online systems
- Ability to work independently and collaboratively with colleagues to effect positive change, encourage innovation, creativity and continuous improvement
- Demonstrate a level of professional credibility, integrity and emotional resilience
- Good organisational skills with the ability to keep things simple
- Demonstrate a positive can-do attitude
- Ability to communicate clearly both verbally and in writing for appropriate recording processes

- Ability to build and maintain strong relationships with all stakeholders

### Qualifications & Training

- ESSENTIAL: Level 3 qualification in a relevant field or obtained through significant recent work experience
- DESIRABLE: Paediatric First Aid qualification

### Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in this job description

Name:

Date:

Signed: