

## JOB DESCRIPTION

<b>Job Title:</b>	Family Support Co-ordinator
<b>Salary:</b>	£26,780 - £29,974, Full Time Equivalent, Pro Rata £10,712.00 - £11,989.60
<b>Hours of work:</b>	14 hours per week with flexibility to work over 2 to 3 days between 9.30am to 2.30pm
<b>Office base:</b>	Reigate & Banstead Family Centres, with travel around Reigate & Banstead borough
<b>Responsible to:</b>	Family Centre Manager
<b>Responsible for:</b>	N/A
<b>Job Purpose:</b>	To provide family support for families with children and young people aged 0-19 years old (up to 25 years for young adults with additional needs) by involving them in a range of group projects and offering one-to-one support.
<b>Main Responsibilities:</b>	<ul style="list-style-type: none"> <li>▶ Build positive relationships with all families referred to the Family Centre by offering one-to-one and group support</li> <li>▶ 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</li> <li>▶ Supporting the Family Centre Manager to assess the needs of families referred to the Family Centre and signposting to appropriate supportive provision</li> <li>▶ Accompanying families to group activities to improve their access and build confidence</li> <li>▶ 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</li> <li>▶ Research new and existing community support opportunities and ensure that these are publicised regularly to families and YMCA East Surrey colleagues</li> <li>▶ 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</li> <li>▶ Ensure all safeguarding concerns are raised immediately with the Centre DSLs or Family Centre Manager</li> <li>▶ Support the Family Centre Manager to meet Family Centre KPI's and Guidance on Working with Families on the Pre-Allocation List</li> <li>▶ Supporting Family Centre Manager to work with partners and groups across the district, sharing and signposting relevant information to develop services and activities</li> <li>▶ Provide support for the family, using a variety of interventions including motivational interviewing, solution focused approaches and accredited parenting strategies.</li> <li>▶ 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.</li> <li>▶ Develop community knowledge and links for the benefit of children, young people and their families and the wider family support service.</li> <li>▶ Use the various IT systems and programmes to log families progress which includes the Early Help Management system and Outcome Star records.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Work alongside other YMCA East Surrey Children and Young People colleagues and staff to share good practice.</li> <li>▶ Ensure YMCA East Surrey’s policies and procedures are always followed, including safeguarding and health and safety.</li> <li>▶ Any other duties are required to be performed within the grade and remuneration of the role.</li> </ul> <p>YMCAES is committed to safeguarding and promoting the welfare of children and young people/adults at risk. This role will require an enhanced DBS disclosure. We require postholders to understand and demonstrate this commitment and attend any required training</p>
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**PERSON SPECIFICATION:** Family Support Co-ordinator

		<b>Essential</b>	<b>Desirable</b>	<b>How measured (application, assessment, interview)</b>
<b>Qualifications, Education &amp; Training:</b>				
	A level 3 qualification in a relevant field or obtained through significant recent work experience	X		Application and certificates
	Paediatric First Aid qualification		x	Application
	Clear driving licence and use of a car for work purposes		x	Application and licence
<b>Experience</b>				
	Professional experience in a relevant professional area with families and children.	X		Application, interview
	Demonstrable knowledge base regarding relevant legislation and resulting practice/procedure issues in family support services.	X		Application, interview
	Experience of establishing and maintaining effective working relationships with other agencies and professionals.	X		Application, interview
	Professional experience of delivering group and 1-1 support to families, children and young people ideally using motivation interviewing techniques.	X		Application, interview
<b>Abilities, skills, and attitude</b>				
	A command of Microsoft Office 365 including Word, Excel, and PowerPoint and online systems	X		Application
	Ability to work collaboratively with colleagues to effect positive change, encourage innovation, creativity and continuous improvement	X		Application and interview

	Good spoken and written communication skills with a level of attention to detail	X		Application and interview
	Able build good professional relationships at all levels of the organisation.	X		Application, interview
	Demonstrate a level of professional credibility, integrity and emotional resilience	X		Application, interview
	Good organisational skills with the ability to keep things simple	X		Application, interview
	Safeguarding knowledge and experience.	x		Application, interview
<b>Other requirements</b>	Subject to a satisfactory Enhanced with Children's barred list DBS disclosure.	X		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	X		Application, Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders	X		Application, Interview