

Job Description

Job title: Local Relationship Support Coordinator

Location: Kent and Medway

Hours: Variable, includes some Saturdays and evening work

Grade: Grade 3 Point 20 (£25,641 pro rata)

Hours: 16 hours per week

Service : Relationship Support Services

Reports to: Senior Relationship Support Coordinator

Principal Accountabilities:

1. To co-ordinate and supervise a team of Relationship Support Workers (RSW's) to enable them to carry out their roles and deliver safe and effective Separated Parents Information Programmes throughout Kent & Medway. Ensuring that required numbers of Relationship Support Workers are available for each parenting programme delivery
2. To actively promote the service and provide effective liaison and communication with key stakeholders such as local Caf Cass Teams, Family Courts, Mediations Services, Children Contact Centres and the Justice System.
3. Ensure that organisational marketing and protocol (websites, newsletters, memberships) including information packs of local services are available for parents and stakeholders and our kept updated.
4. Ensure that local delivery venues are secured and suitable for service delivery and the necessary equipment and resources are available to RSWs'. To ensure that both venues and equipment are compliant with Health & Safety and Cafcass requirements, carrying out Risk Assessments under the H&S procedure.
5. Ensure the local service complies with Cafcass monitoring requirements and Family Action Quality Assurance. Liaising with Relationship Support management and staff at Central Office and communicate any issues or concerns that affect programme delivery.
6. Implement and maintain appropriate processes to monitor, evaluate and measure the impact of work and that KPI's are achieved, reporting on these appropriately.
7. To deliver a minimum of one programme per week to , ensuring that good practice is disseminated. This may be weekends or evenings.

8. To maintain a range of electronic and manual office systems that will ensure that all information including case files and case records are stored safely and in such a way that the information can be retrieved quickly and easily when needed.
9. To carry out routine administration duties and ensure use of Secure email systems where required. Keeping accurate records of your work adhere to any confidentiality, information sharing protocols, assessment processes, provide monitoring information to Family Action and Line manager as required.
10. To ensure you have an understanding of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
11. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
12. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
13. To be responsible for collating, checking and submitting RSW time sheets, expenses and mileage claims, checking of service invoices, contributing to tender applications and budget management associated with the project.
14. To participate in personal supervision and training and to attend local and central staff meetings. This may involve representing Family action at national or other events, and contributing to group supervision meetings.
15. To attend training and work outside office hours and at weekends, as required by the service providing training to RSW's as appropriate, so that they have the necessary skills to perform their role.
16. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
17. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services

Person Specification – Local Kent Relationship Support Co-ordinator

1. A relevant professional qualification in social care, health, education; to hold or be working towards a relevant train the trainer qualification – PTLLS etc
2. To have experience of facilitating groups, and an understanding of the sensitivities of group dynamics and the importance of boundaries in a group setting.
3. To be able to actively use both service user and facilitator evaluation tools in order to monitor the services strengths and respond to areas for improvement.
4. Experience of working with families in which divorce, separation and or domestic abuse/interpartner violence has been a presenting factor. Experience of Family Justice Courts and related work is desirable.
5. To have excellent communication skills verbal and written, to have excellent listening skills and to be able to communicate with people from all backgrounds and to have good presentation skills
6. To be motivated and organised and able to work to deadlines
7. To have the ability to lead and work within a multi-disciplinary team, to establish and maintain good working links with our partner agencies
8. Have excellent organisational skills and experience of maintaining administrative systems including the ability to administer petty cash and provide senior coordinator with support for project budgets
9. To have knowledge, skills and experience of managing and supervising staff.
10. A good understanding of windows and Microsoft packages including word, excel, email and power-point.
11. To have a commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.
12. To have an excellent understanding of safeguarding children and vulnerable adults, confidentiality and similar policies and protocols and the ability to comply with them.

13. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required- out of office hours- evenings and weekends.
A full driving license and car is essential

14. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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