



JOB DESCRIPTION

Job title: Child and Family Coordinator

Service: Cumbria's 0-19 Child and Family Support Service

Salary: Grade 3 Point 20-23

Hours: 37 hours per week

Location: Carlisle - Longtown

Responsible to: Child & Family Support Service Manager

Summary of job:

The post holder will share and embrace Cumbria's vision of 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be', by;

- Providing Localised coordination and quality assurance of home based child and family support services. Ensuring appropriate practical and emotional support is provided to children, young people and their families, through a mixed programme of home visiting, workshops, closed groups and structured learning sessions delivered within local centres, family homes and the wider community.
- To deputise for the Child & Family Support Service Manager in their absence, and provide holiday cover for the other Child and Family Coordinators
- To support the delivery of the homebased Family support service by holding a small caseload of the most complex cases (Level Three) as appropriate; supporting the delivery of targeted groups and offering support and reflective supervision to Child and Family Workers, Child Play and Learning Workers and & Information, Advice and Admin Officers.
- By supporting the Child and Family Support Service Manager to develop workforce to secure improvement and sustain effective progress of the 0-19 Child and Family Support Service

Key tasks and responsibilities:

1. To work with the Child and Family Service Manager & lead and participate in casework allocations meetings, carry out regular casefile audits in line with Family Action Safeguarding Standards and oversee service user risk assessments, support plans to ensure that they meet recording standards, timescales and measurable outcomes.
2. Manage risk effectively and identify improvements of service delivery through analysis and co-production with key stakeholders.
3. To provide leadership, guidance and line management to Child and Family Play and Learning Workers, Child and Family Support Workers and Information, Advice and Administration Officers. To offer constructive feedback and challenge practice as required. To negotiate and manage conflict.
4. To lead a safe, reliable, high quality family support service across the district that integrates with existing provision to ensure that services are not duplicated. Achieved

by establishing a culture of mutual trust and respect, which acknowledges the diversity and professional expertise of the individual and collective.

5. To be committed to providing an integrated one team approach to children, young people & their families with an aim to delivering effective services and interventions as part of the Early Help offer.
6. Together with the Child and Family Support Service Manager and in collaboration with the HR, support the recruitment, selection, induction, supervision, appraisal, staff development, motivation, training and when necessary the disciplinary of staff to ensure that the appropriate resourcing is maintained at all times.
7. Monitor, review and updated plans with parents, utilising critical analysis, outcome evidence, and triangulating information; stepping up/down cases and making onward referrals for specialist support and interventions, where appropriate.
8. To carry allocated complex caseload, undertake child/ young person-focused assessments and in in partnership with parents and professionals to establish an understanding of the child and parent's needs, any existing or potential risk and to gain knowledge of the 'Childs' lived experience' and parental challenges.
9. To provide support and advice to staff around safeguarding issues and work closely with Service Manger on complex issues. To prioritise the safety, wellbeing and healthy development of children by following safeguarding procedures and guidelines at all times (Family Action and LB Cumbria).
10. To ensure the service promotes and educates families around current topics affecting young people; providing them with knowledge skills and information on key risks, supporting their emotional and physically safety.
11. Oversee the coproduction of service user led groups.
12. To assist families to access, build and maintain effective relationships with the Centres and other support services by ensuring that the venue(s) is warm, welcoming and adheres to safe risk management procedures at all times.
13. To play an active and senior part in the team, working , and leading by example to ensure the smooth running of the service
14. To facilitate the sharing and flow of information between staff across locations (Allerdale, Barrow, Carlisle, Copeland) and across agencies, within information sharing agreements and the constraints of the applicable legislation and policies (where appropriate) to ensure the safety and welfare of children and their families.
15. To authorise, write relevant reports for child protection conferences, and attend multi agency meetings as and when required. To support Child and Family Support Workers to develop excellent report writing and presentation skills.
16. To support Child and Family Support Workers with joint home visits as appropriate

17. To support lead workers in completing holistic assessments, outcome led plans, risk assessments and plans for group work.
18. To complete Quality Assurance observation and audits on 1:1 and group work to evidence best practice and identify provision shortfalls. To quality assure 0-19 Child and Family Support provision, to ensure they meet the needs of local families, and fulfil the identified learning objectives. To identify training needs for staff.
19. To monitor outcome tools and collate relevant data to support Service manager in delivering on KPI's as required and directed by Operational and Service Manager. To write regular reports evidence achievement and adhere to timeframes at all the times.
20. To support the planning, delivery and coordination of home based family support services & targeted group interventions, and supervise the delivery of these services by Child and Family Play and Learning Workers, Child and Family Support Workers and Information, Advice and Administration Officers.
21. To manage risk and safeguarding effectively; closely monitoring all higher risk cases and routinely updating the Service Manager and other agencies as needed.
22. To attend and when required to chair team meetings, to make a commitment to regular supervision, including the ability to be responsive to critical challenge, advice, feedback and direction.
23. To work collaboratively and raise the profile of the service in the local area, in order to strengthen community resilience and capacity, and awareness of the ethos behind Early Help model.
24. Share Family Action's vision for service user participation and co-production with children, young people and adults, and to work with the Child and Family Service Manager to increase the opportunities for service users to influence and shape the way service is designed, developed and delivered.
25. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
26. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required. To be able to travel within the city and occasionally outside the Leeds for training and networking opportunities.

Person Specification

| Education, Qualifications and Background | |
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| 1. | A level 4 or above in a relevant qualification in community work, education, health, social work, counselling/family therapy, early years or equivalent. |
| 2. | Proven experience of partnership working with a wide range of partner agencies. |
| Abilities and Skills | |
| 3. | Professional experience with children, young people and their families, including up to date knowledge and experience of safeguarding issues, risk management and procedures. |
| 4. | Knowledge and understanding of integrated working practices and the range of services and agencies to involve. |
| 5. | At least 2 years' experience in a leadership role and experience of staff management in a similar role. Experience of providing case management oversight and providing outcome focused supervision to manage caseload. Extensive experience of providing support to families, young people and children. |
| 6. | Proven ability of leading teams to a common vision and through times of change and transformation. |
| 7. | The ability and skills in producing varied reports with a focus of evidencing the outcomes and impact of the service. |
| 8. | Understanding of safe recruitment procedures and experience of previous staff recruitment. |
| 9. | An understanding of the impact of discrimination and social exclusion on the lives of children and families and how this can be addressed through service provision as well as employment and volunteering opportunities. |
| 10. | A good understanding of the development needs of children and of parenting and a solid understanding of mental health and disability issues, drug and alcohol use, domestic violence, gangs, county lines, CSE, FGM, and poverty and the way these impact on children and family life. |
| 11. | Experience of managing complex tasks and challenging deadlines. Good planning and organisational skills. |
| 12. | To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> a) Being people focused b) Reflecting a 'can do' approach c) Striving for excellence in everything we do |

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| | d) Having mutual respect for everyone we work with, work for and support through our services. |
| 13. | To have a high level of experience of integrated, multi-agency working and within the role of Lead Professional whilst having the ability to collate and analyse information and to produce actions plans based on that information. |
| 14. | The ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals and excellent verbal, listening and presentation skills, including basic IT skills. Including presenting and writing Court Reports, and for CIN & CP and PLO. |
| 15. | Willing to work flexibly and outside core hours, including early morning, late evenings and occasional weekends. |