

JOB DESCRIPTION

Job title: Project Coordinator

Service: Small Steps Support Service

Salary: Grade 3 Point 20 – 23

Hours: 18.5 hours per week

Location: Medway, Kent

Responsible to: Services Manager

Function:

To manage and lead on the Small Steps Support Service; the post holder will ensure that the Service is delivered in accordance with the contract specification and grant funding requirements, ensuring all policy and practice issues are maintained to the highest standards.

The Project Coordinator will develop the Pilot Service to provide bespoke support services across Medway, using evidence-based approaches to improve outcomes for children, young people with ASD / ADHD and /or challenging behaviours and their families.

The service will work with families in an engaging way, enabling families to achieve their goals at an early stage of need, embracing the vision of a co-produced service that champions early positive intervention, timely assessments, clear referral pathways, the delivery of multi-agency high quality integrated services and effective partnership working. The Project Coordinator, alongside the Services Manager, will contribute to the delivery of the organisations strategic aims to ensure Family Action is Stronger than Ever for children, young people and their families across the Medway.

Summary of job:

Family Action 'Small Steps' is a service providing early support and evidence-based interventions to families of children and young people displaying behaviours that cause concern or challenge or with a diagnosis of ASD or ADHD. The post holder will share and embrace Medway's vision for the children and young people, to ensure they are 'Thriving', 'Healthy' and 'Learning Well'. The Project Coordinator will lead the development of the Small Steps Pilot in Medway across three main elements: Drop-in/peer support groups, Evidenced Based parenting programmes & workshops, and family support via virtual /online and face-to-face support.

Key tasks and responsibilities:

1. To ensure that, in conjunction with Medway Council's Children and Families and Adults and Health departments, and NHS Medway Clinical Commissioning Group, a safe, quality delivery of service is maintained, and positive outcomes are recorded for our service users.
2. To ensure that services are delivered effectively, efficiently and managed in line with local and organisational protocols; and where and when required to provide professional challenge to anti-oppressive practice.

3. To provide leadership, direct line management and oversight of the Small Steps team in Medway, and oversee service delivery through day-to-day management, whilst embedding the vision of a culture of restorative supervision.
4. To develop a clear early help offer for families of children and young people displaying behaviours that cause concern or challenge or with a diagnosis of ASD or ADHD.
5. To ensure that for those children and young people who provide a diagnosis of ASD/ADHD which has a profound impact on their lives, there is targeted support which can involve individual and/or group support.
6. To develop an effective referral and allocation process of targeted support for families within the strategy of early help/parenting programmes in Medway.
7. To ensure that case-recording and safeguarding practice is accurate and complies with Family Action's standards, providing monitoring reports, including quarterly performance reports and joint performance scorecards to Family Action and our partners in Medway.
8. To ensure the delivery of evidence-based group programmes that are focused and targeted appropriately.
9. To proactively support improvements in the identification of and support available to service users by services involved with children and young people in Medway, which will include delivery of professional workshops across the locality.
10. To oversee the recruitment, support and development of volunteers, who will support in all three elements of the service.
11. To ensure that Medway's Small Steps Support Service embeds and prioritises Family Action's commitments to co-production approaches in the development and delivery of the service.
12. To actively promote the service within local networks and encourage service user involvement, including developing effective mechanisms for service users to participate in decisions about the development and delivery of the service.
13. To work collaboratively with stakeholders to raise the profile of the service in the local area, in order to strengthen community resilience and capacity, and awareness of the ethos behind the Small Steps Support Service vision.
14. To work alongside Medway Council/ CCG to develop new and innovative ways of working in order to ensure best practice standards and to develop the service, whilst maintaining high quality standards of service delivery.
15. In liaison with Human Resources, to carry out recruitment, selection, induction, supervision, appraisal, development, motivation and, when necessary, the discipline of staff and volunteers to ensure that appropriate resources are maintained at all times.
16. To embed the ethos and underpinning values and behaviours of the Family Action Workforce Strategy into front-line and service delivery.

17. To chair and lead regular team meetings in order to maintain good communication within the service and to provide a forum to share concerns, experience and skills.
18. To monitor and manage the annual budget alongside the Services Manager for the service and to make the most effective use of the services and resources.
19. To work across organisational boundaries with Head Office functions to seek out and secure additional funding opportunities where applicable.
20. In liaison with other services and, where appropriate, funders, to develop, implement, monitor and review operational policies, procedures, practices and systems for the service and to ensure that all Family Action policies and procedures are fully adhered to.
21. To be lead responsible person for Safeguarding across the Small Steps Support Service, ensuring our compliance with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
22. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
23. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect own and others' health, safety and welfare.
24. To work flexibly, as may be required by the needs of the service and carry out any other reasonable duties, as required.

Person Specification: Project Coordinator	
Education, Qualifications and Background	
1.	Educated to Degree (minimum) or Master's Level in a relevant qualification such as Education, Health, Social Work, Youth & Community, and proven experience of continuous improvement of services for children and families, in partnership with a wide range of partners, alongside a genuine commitment to professional development.
2.	Experience of managing a support service, with experience of managing a SEND service being desirable, providing early intervention and prevention-based services, whilst achieving contractual KPIs, which overall improve the lives of children, young people and their families.
3.	Experience of managing budgets within service management and desirable, successfully applying for external funding.
4.	Good understanding of Medway's SEND local offer, Medway strategy for Children and Young people with Special Educational Needs and/or Disabilities (SEND) 2019 - 2022 and Medway Children & Young Peoples Plan 2019 -2021
Abilities and Skills	
5.	Professional experience with children, young people and their families, including up-to-date knowledge and experience of complex safeguarding issues and procedures, including excellent knowledge and understanding of integrated working practices and the range of services and agencies to involve.
6.	Experience & thorough knowledge of staff and volunteer safer recruitment practise.
7.	Substantial management experience of supervising staff, providing effective leadership, managing conflict and using negotiation skills as required.
8.	Professional credibility to influence individuals and groups through the provision of advice and guidance, negotiation and training, with proven commitment to reflective practice.
9.	Knowledge and understanding of how to create and sustain an inspiring learning environment culture and effective individual and group development practices such as mentoring, coaching and work shadowing.

10.	An excellent 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.
11.	Excellent knowledge and understanding of legislation and statutory guidance relating to SEND and their families, equalities, health and safety, financial management, and an understanding of current legislation, policy and research about the educational development and health and social care needs of children.
12.	An excellent 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.
13.	Excellent knowledge and understanding of the principles of reflective practice and evaluation and experience of providing high quality supervision.
14.	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 d) Having mutual respect for everyone we work with, work for and support through our services
15.	Proven ability and commitment to evaluate and review service outcomes in order to deliver the most effective services to the community.
16.	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.
17.	Demonstrable experience of change management and a dynamic approach to developing the service. Desirable experience of delivering a successful pilot service. Willing to work flexibly and outside core hours, including early morning, late evenings and occasional weekends.