

## Job Description

<b>Job title:</b>	Family Support Coordinator
<b>Location:</b>	Birmingham
<b>Hours:</b>	37 hours per week (full time)
<b>Salary:</b>	Grade 2 (upper) point 16-19
<b>Service:</b>	Early Years Health and Wellbeing Service
<b>Reports to:</b>	Operational Manager

## Function

To coordinate and lead part of the Early Years Health and Wellbeing Service, which will include a team of Family Support Workers, working with families where there are high needs. The service works closely with Birmingham Forward Steps and commissioned providers, as part of an innovative, integrated model of service delivery across identified Birmingham Children Centres.

## Principal Accountabilities

1. In consultation with the line management, Birmingham Forward Steps and Barnardos Children Centre's management team and other relevant bodies, to ensure the service provides a wide range of support and assessment work with families.
2. To maintain a referral system ensuring effective transition of referrals into the service, this will also include assessing, allocating and reviewing referrals and agree with families ways in which they can be assisted
3. To ensure the provision of family support activities in the family home and community, to both parents and children under 5 years.
4. To work closely with statutory, health and voluntary agencies in order to ensure that local children and adults receive appropriate support and protection.
5. To make a positive contribution to the working of local multi-agency partnerships
6. To support, supervise and appraise all support staff so that they can provide appropriate casework, information, advice and support to family members. Share knowledge and skill to enhance the professional development of team members
7. To keep abreast of current developments in the field of Safeguarding Children, family support and general professional social care developments, to include case audits.

8. To professionally represent Family Action, representing the organisations to increase professional and public awareness of all their work and of the views and needs of service users.
9. To ensure a high standard of case recording, case report writing, as well as attendance at case review and other appropriate meetings.
10. To ensure that the service is well administered and professional delivered, monitored and reviewed.
11. To ensure that appropriate monitoring reports are provided as and when required to funders, other partnerships, senior management etc.
12. To contribute to Ofsted requirements in regards to the SOF, data collection and service provision.
13. To manage the services involvement in the Early Help Assessment / Our Family Plans, attending or chairing meetings when necessary
14. To actively encourage service user involvement and participation.
15. To ensure compliance with Family Action's Health and Safety Manual and any relevant legislation.
16. To promote the service and develop effective local networks.
17. To develop new and innovative ways of working ensuring best practice.
18. To develop in liaison with the Children Centre Management, Annual Review and work plans of the service.
19. To develop and maintain effective mechanisms for existing and potential service users to participate in decisions about the development and delivery of the service.
20. In liaison with the Operational Manager to obtain additional funding to enable the service to grow and develop.
21. In liaison with the Human Resources Department to ensure the 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
22. To hold regular team meetings in order to maintain good communication within the service and to provide a forum to share concerns, experience and skills
23. To represent Family Action at integrated allocations, LIST and other relevant partner meetings.

24. To ensure that at all time's staff implement operational policies, procedures, practices and systems for the service and to ensure that all Family Action policies and procedures are fully adhered to.
25. To ensure you have an understanding (appropriate for your role) and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults- Refer to safeguarding standards.
26. To ensure implementation of Family Action's Diversity and Equalities 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.
27. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
28. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
29. 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

1. A relevant qualification in social care, education, management or health.
2. Proven experience of working with children and their families, including children at risk, within the community
3. Proven experience of supervising staff and the ability to manage and lead a diverse staff team
4. A clear understanding of working within a Children Centre and Integrated working
5. A good understanding of the development needs of children and of parenting and the impact of social exclusion and discrimination.
6. A commitment to community participation user involvement, as well as the ability to listen to and influence others.
7. An understanding of the role of volunteering and a commitment to developing this service.
8. A commitment to equality of opportunity and the ability to creatively apply equal opportunity principles to service provision, volunteering and employment.
9. Understanding and some experience of evaluating and reviewing service outcomes in order to deliver the most effective service to the community.
10. An ability to create new work opportunities and to secure funding.
11. Excellent organisation, communication and presentation skills, as well as basic computer skills, this will include a general understanding of the use of the database as part of the management information systems.
12. Some understanding of drafting, monitoring and controlling budgets.
13. 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