

JOB DESCRIPTION

Job title:	LifeSkills Coordinator
Service:	LifeSkills
Salary:	Grade 3 (lower, points 20-23)
Hours:	20-25 hours per week
Location:	Homebased, based in the North West. <i>The postholder will be expected to deliver face to face to face LifeSkills sessions within the North West, primarily but not exclusively in Greater Manchester. They will also be expected to travel occasionally to other areas of the country for meetings (eg team meetings).</i>
Responsible to:	LifeSkills Open Project Manager
Length of role:	Temporary, until 31 March 2025, with potential to extend

About LifeSkills:

The LifeSkills programme will offer groups of families the chance to come together to a trusted venue such as a children's centre or community setting. As well as offering opportunities for families to spend quality time together and have access to healthy food, these sessions will offer LifeSkills workshops for parents and carers to build their confidence, social networks, financial and employability skills. Examples include but are not limited to overcoming setbacks, managing debt, boosting confidence to return to work, CV writing, interview skills. The aims of the LifeSkills programme are to support participants to increase their confidence and 21st century skills, move closer to training/volunteering/employment, improve their social networks, and grow their confidence to provide low cost and nutritious meals.

Principal accountabilities:

1. To be the main point of contact for delivery partners (as well as for fundraising / marketing staff), for a portfolio of LifeSkills programmes, and respond promptly to queries and concerns.
2. To support delivery of LifeSkills sessions (e.g. take bookings, develop PowerPoint slides) as well as planning and delivering own LifeSkills programmes.
3. To help delivery partners engage with children, young people, parents and the wider community to optimise take up.
4. To undertake observations and audit visits and provide constructive feedback to help improve the quality of provision and ensure programmes are operating safely and following programme guidelines.
5. To arrange / deliver information sessions and training (e.g. via Teams) for delivery partners.
6. To support delivery partners to engage and support volunteers to work on their programmes, liaising with key volunteer leads within Family Action.
7. To provide group and 1-2-1 ad hoc support to staff / settings (e.g. via Teams) to plan, implement and provide impact data on their programmes.
8. To help maintain computerised and manual systems (e.g. collating service user feedback) and produce data and financial reports as required.
9. To support with the development of SLAs, key project paperwork, impact tools, budgets etc., liaising with internal staff as relevant (e.g. Legal Counsel, Finance, Impact, GDPR) and oversee risk assessments and programme planning.

10. To research and build new partnerships with internal and external services to promote and supply LifeSkills sessions; and to maintain regular contact with delivery partners (e.g. via Teams/phone) and support them to overcome barriers and challenges, liaising with the line manager as necessary.
11. To share knowledge, ideas, feedback through a range of mediums (e.g. Family Action bulletin, Our Voices, Reports for funders) liaising with marketing and fundraising staff.
12. To recruit, train, supervise and support delivery staff (e.g. facilitators).
13. To oversee applications for grants for programme delivery and service users.
14. To support the manager to monitor expenditure carefully eg identifying trends, omissions, in management accounts; allocating grants; setting programme budgets.
15. To arrange and deliver face-to-face / virtual focus groups / workshops to share best practice and build on initial training (e.g. to groups and 1-2-1 via Teams) in order to inspire and encourage ongoing improvement in provision.
16. To work with delivery partners to ensure data and other information required by the different funders is accurate and collected to agreed timescales (e.g. setting up surveys and other monitoring tools, collating attendance data and other evidence such as photos and surveys).
17. To attend Steering Group and other meetings as required.
18. To take an active part in Family Action's supervision process, and be responsive to critical challenge, advice and feedback as part of continuous professional development.
19. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in all aspects of your work, and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
20. To comply with Family Action's Confidentiality and Data Protection Policies.
21. To have an understanding (appropriate to your role) of, and comply with, Family Action's policies and procedures for safeguarding the welfare of children and vulnerable adults.
22. To comply with Family Action's Health and Safety Policy, and protect your own and others' health, safety and welfare.
23. To be able to evidence Family Action's values, which underpin our mission of 'building stronger families', at all times, 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.
24. To work flexibly as required and to undertake other duties commensurate with your role. This might include delivering some LifeSkills sessions in order to support new staff.

Person specification:

1. Interest in or experience of community based projects focusing on food insecurity, LifeSkills or a related field (e.g. nutrition).
2. Experience of working across a wide geographical area, or with a range of delivery partners/stakeholders (e.g. local authorities, charities, internal services).
3. Experience of being first point of contact and providing high quality and timely support.
4. Experience of collecting data and information to evidence outputs and outcomes.
5. Experience of arranging and delivering training and information sessions (1-2-1 and group basis).
6. Ability to problem solve, prioritise, plan and manage a varied workload and to work flexibly in order to meet challenging and conflicting deadlines.

7. Strong interpersonal skills, including the ability to engage and influence, with the ability to communicate information effectively both in person and in writing to a range of delivery partners/stakeholders (e.g. writing reports for funders, delivering presentations about a project to possible funders).
8. Ability to develop and maintain effective working relationships.
9. Experience of engaging and supporting volunteers and staff.
10. Confident and competent in the use of a wide range of IT packages, including Outlook, Word, Excel and PowerPoint.
11. Experience of organising and delivering workshops and other events.
12. Willingness to undertake relevant Food Safety Training (Level 2) and Allergy Awareness (ideally Level 2) as well as an understanding of School Food Standards, child nutrition etc.
13. Ability to work effectively as part of a dispersed team.
14. A commitment to continuing learning and professional development.
15. A commitment to implementing Family Action's policies and procedures.
16. A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.
17. A commitment to Family Action's values of:
 - 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.
18. Willingness to work flexibly to support the success of the programme.