



JOB DESCRIPTION

Job title:	Community Development Co-ordinator
Service:	Family Hub Community Development Project
Salary:	Grade 3 Point 24
Hours:	18 hours per week (part-time)
Location:	Lincolnshire
Responsible to:	Operational Manager

Summary of job:

The post holder will provide line management and support to the 4 Community Development Officers and support the recruitment and supervision of Volunteers within the Lincolnshire Family Hub project, ensuring that the 10 Family Hub Outreach Plans are delivered and regularly reviewed, and the impact recorded. The Post holder will be required to attend the Family Hub steering groups and generate quarterly monitoring reports as well as attending quarterly monitoring meetings with Commissioners alongside the Operational Manager.

Key tasks and responsibilities:

1. To provide line management to the 4 Community Development Officers to motivate and inspire.
2. Lead on all aspects of the day-to-day recruitment, administration and supervision of a team of Community Development Officer and Family Champion Volunteers maintaining management oversight over their activities, developing and inspiring them to develop best practice, recognising and deploying strengths and acting as an authentic role model.
3. To oversee the safe recruitment of new members of staff, and to make sure that all members of staff have coherent job descriptions, are properly inducted, receive regular supervision, are subject to an annual performance appraisal and have up-to-date development plans.
4. Ensure case management is of a high standard and relevant details of all contact with service users/ consultations is recorded. To ensure volunteers and staff understand their safeguarding responsibilities and provide appropriate support to ensure they are able to identify and respond appropriately to safeguarding issues, within the scope of their role.



5. To support Community Development Officers in consultation, mapping and analysis work, to be able to develop inclusive and robust family hub development plans that reflects diverse stakeholders needs.
6. To oversee day to day work of staff on family hub development pilot project, provide direction, support and risk management of the project.
7. To be accountable for the quality of the volunteering offer and family hub development, ensuring that the provision is of an excellent standard and is compliant with relevant legislation and standards.
8. To collate, consult and analyse feedback and data and to provide reporting information on this to the Operational Manager and commissioners as required. To evidence successes and challenges of family hub development.
9. To attend Family Hub Steering groups and provide updates to key partners and network with key stakeholders.
10. To recruit suitable volunteers in line with Family Action's policies and procedures for Volunteers and recruitment.
11. To ensure delivery is fully compliant with Family Action's Safeguarding Children and Vulnerable Adults, Risk Management and Health and Safety policies, procedures, and practice standards.
12. To be a passionate advocate for service user participation and involvement: schools, children, young people and their parents and carers and to increase the opportunities for service users and other stakeholders to influence and shape the way services are designed, developed, and delivered.
13. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback, and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
14. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for our work.
15. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being **people** focused
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services



16. Implement Family Action's Equality, Diversity and Inclusion Policy and 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.
17. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
18. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



Person Specification

1. A recognised, level three or above, professional qualification in social work or social care, health, education or equivalent experience, and evidence of a commitment to continuing learning and professional development.
2. Experiences of recruiting, managing, and supporting staff and volunteers. Providing effective leadership with strong conflict management and negotiations skills.
3. Proven ability to work independently or as part of a team, and critically analyse the performance of individuals and teams, making professional, evidenced based decisions and recommendations that improve practice, service delivery and service performance.
4. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
5. Excellent interpersonal skills including the ability to engage with a range of audiences and stakeholders.
6. Experience of establishing and sustaining a broad range of professional partnerships and engaging with, as well as consulting, with service users and stakeholders through effective collaboration and communication skills.
7. Experience of monitoring, evaluating, and reviewing service performance and outcomes and the ability to collate and analyse information and to produce reports and action plans based on that information.
8. Excellent organisational skills, with the ability to prioritise workload, self-motivate and work to tight deadlines on own initiative, and ensuring the Operational Manager is notified promptly of any major concerns.
9. An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
8. A commitment to Family Action's Equality, Diversity and Inclusion Policy and 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.
9. Excellent IT skills, including experience of case management information systems.
10. Ability to work outside of regular business hours and to be flexible to meet the needs of the service.
11. Ability 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