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**Job Title: Family Support Coordinator**

Hours: 35hrs, worked flexibly to suit PEEK’s hours of operations (8am-8pm)

Occasional weekend work will be required

Based at: PEEK Office – The Legacy Hub, 301 Springfield Road, Glasgow G40 3LJ

Flexibility around homeworking in line with Government guidelines and PEEK policies

Salary: £24,697 - £27,060

Pension : 6% Employer Contribution

Annual Leave: 20 days A/L, 14 days P/H, 1 personal day and 1 Birthday

Reports to: Programme Development Manager

As our Family Support Coordinator, you will have experience of supporting families impacted by poverty and inequality and a sound understanding of the issues our families face. The ideal candidate will have experience in planning and delivering wellbeing focused programmes which address food and fuel poverty and/or promote physical and mental wellbeing and/or build positive family and community relationships using tools that are inclusive.

The Family Support Coordinator will work across #TEAMPEEK and will engage with delivery partners including schools to support children, young people and families in programme delivery across Glasgow. You will work closely with your team to develop and implement a delivery plan and targets to enable children, young people and families to ‘play’, ‘create’ and ‘thrive’.

We are looking for high performing individuals who lead by example and are committed to working within PEEK’s organisational values; Compassionate, Dignity, Excellence, Integrity and Respect.

**SUCCESS CRITERIA**

**PLANNING AND DELIVERY**

1. Engage with families to assess their support needs and coordinate with the wider #TEAMPEEK and partner organisations to provide the best support possible in line with PEEK’s mission and vision, for however long is needed, signposting where necessary;
2. Coordinate and deliver support packages including food packages, food vouchers, fuel vouchers and clothing ensuring all families have what they need;
3. Lead the coordination of our annual Winter Warmer appeals and school uniform drives;
4. Plan, prepare and deliver wellbeing programmes including our celebrated Play Café programme for 0-5s, ensuring content is suitable to the age, physical, emotional and social ability of all participants and is in line with health and safety standards, healthy eating guidelines and national governing body standards;
5. Collaborate with wider #TEAMPEEK colleagues to support the development and implementation of a delivery plan and targets;
6. Support the protection of children, young people and families by following PEEK’s Child Protection and Vulnerable Adults policies and procedures at all times;

**PEOPLE MANAGEMENT**

1. Lead a small team and collaborate with wider #TEAMPEEK colleagues to develop and implement a delivery plan and targets for their program of delivery using performance and evaluation data;
2. Lead and manage your team, including Early Years Workers and interns, in line with the organisations policies and standards;

**MONITORING AND EVALUATION**

1. Lead regular evaluation reviews of programme delivery ensuring the continuous improvement of our services for our children, young people, families and other stakeholders;
2. Ensure all data recording including information on children, young people, families and partners is captured accurately enabling robust impact assessment, delivery of funding agreements and the effective use of our resources;

**PARTNERSHIP WORKING**

1. Establish and maintain relationships with local partners, schools & networks reaching all children, young people and families who need us most;

**FINANCE, FUNDING AND FUNDRAISING**

1. Support the Programme Development Manager in setting annual programme budgets and operate in line with the standards set out by the organisation;
2. Support PEEK’s annual fundraising events and campaigns by providing administrative support to SMT and fundraising group.

**PERSON SPECIFICATION**

**ESSENTIAL CRITERIA: Behaviours and Attitudes**

Have a positive can-do, will do attitude and be solution-focussed

Highly organised, with the ability to create plans, work within agreed timelines and follow processes

Excellent people skills, able to work collaboratively and flexibly with a diverse team and build positive working relationships

Use own initiative and work independently as well as part of a team

Ability to apply and adapt to different communication styles striving for an inclusive approach

Discretion when dealing with confidential information such as HR or Safeguarding

Commitment to working in a values-based culture including non-discriminatory and equal opportunities practice

**ESSENTIAL CRITERIA: Skills, Knowledge and Experience**

Understanding of food insecurity and poverty and how this impacts children’s development.

Minimum of 2 years’ experience of working directly with children, young people and families in schools and/or community settings.

Minimum of 2 years’ experience of developing, coordinating and leading programmes, services, processes and systems to achieve outcomes, individually and as part of a team.

Experience of building positive relationships with colleagues, children, young people, families and professionals.

Experience of conducting and working with Risk Assessments.

Experience of multi-tasking, working calmly under pressure and managing workload as well as supporting others to manage their time.

Experience of monitoring and evaluation of programme delivery using data to produce high quality reports.

Experience of working in a values-based culture and leading with integrity, compassion and dignity.

Adaptable and flexible to suit the needs of the organisation.

Knowledge of social media channels and using them to communicate and engage with the public.

**ESSENTIAL CRITERIA: Qualifications and Training**

Be in possession of PVG membership or willing to become a member.

Be in possession of a valid UK driving license.

Training relevant to the role such as such as benefit rights, housing, asylum seeker and refugee family support, addiction support, etc.

Training relevant to the role such as support & supervision, leadership & management and quality improvement, etc.

**DESIRABLE CRITERIA: Qualifications and Training**

Be in possession of a relevant certificate, diploma or degree qualification.

Be in possession of a D1 Mini Bus license or willing to work towards it within first year of service.

*This job description is an outline of the role and is not an exhaustive list of all possible duties and responsibilities. The post-holder will be expected to carry out any reasonable duties as requested by PEEK.*