

Job Description

Job Title:	Family Support Coordinator
Employer	Home-Start Glasgow North and North Lanarkshire (HSGNNL)
Location:	Netherton Community Centre, 358 Netherton Road, Glasgow, G13 1AX
Hours of Work:	25 hours per week (hybrid working)
Salary	£26,687 – £31,060 (pro rata / depending on experience)
Responsible to:	Service Manager

Purpose of the job

To deliver a range of universal and targeted supports to families with young children and babies who are experiencing challenges in their everyday lives.

Main Responsibilities

Support for families

- Support the referral process, including conducting assessment of referred families to understand appropriate support requirements
- Create a person-led plan to work alongside the families to help them address and cope with immediate crisis or challenges which impact their own mental/physical health and that of their children
- Respond flexibly to families' needs, delivering services either 1:1 or managing home-visiting volunteers
- Ensure support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance
- Undertake designated responsibilities to safeguard and promote children's welfare
- Provide information and support to parents, signposting to specialist advice and services when appropriate
- Work in partnership with other professionals/organisations working with the family to ensure the best possible outcome for parents and their children
- Attend and contribute to staff meetings, keeping other members of staff informed and aware of issues affecting the scheme and its support to families
- Conduct review visits and signpost to Home-Start volunteers or groups when intensive support ends, if required

Managing Volunteers

- Support the Volunteer Coordinator in recruiting and training volunteers
- Match and introduce volunteers to families
- Provide support, supervision and ongoing training opportunities for volunteers

Working in Partnership

- Ensure appropriate liaison with referrers and other professionals
- Network within the community to raise the profile of the work of Home-Start

Monitoring and Evaluation

- Monitor and evaluate the service delivered against agreed targets and produce regular reports and case studies as required
- Keep records up to date on CRM system to ensure information is available for monitoring purposes and general enquiries

Supporting the work of the project

- Undertake work as delegated by the Service Manager to support the strategic management, development and future funding of the scheme
- Support the implementation and review of all Home-Start policies and procedures
- Comply with the scheme's administration, monitoring and financial systems
- Promote the work of the scheme, as required by the Service Manager
- Contribute to and support the development of the Home-Start network locally, regionally and nationally
- Contribute to the effective day to day operation of the project in accordance with the Home-Start Memorandum & Articles of Association, Home-Start Agreement and Quality Assurance Standards
- Maintain high standards of practice in supporting families within the Home-Start model
- Ensure equality of opportunity, fairness and diversity in all aspects of the scheme's work
- Implement good safeguarding practice in all areas of work

The post holder will:

- Be expected to have the use of a car for which expenses will be paid
- Have a caring approach to all aspects of their work
- Work as a member of a team
- Work in a flexible manner
- Have good communication skills
- Undertake appropriate training
- Manage a caseload

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.