**Job Description**

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| **Job Title** | Family Support Coordinator |
| **Employer** | Families Together Suffolk (FTS) |
| **Hours of work** | 30 hours per week |
| **Salary Scale** | £25,545 pro rata |
| **Responsible to** | The Operations Manager (line manager) and Business Manager |
| **Area** | West Suffolk and surrounding area |

**Purpose of the job**

To work with colleagues, for the benefit of families, within the ethos and principles of the FTS Governing documents.

***Support for families***

* Supporting families as appropriate through 1:1 home-visiting or support to access other services.
* To receive referrals and assess family needs.
* To carry out a risk assessment at initial visit to a family, keeping this updated and sharing relevant information with volunteers.
* To use the FTS monitoring system with families to record the journey of change (Triangle Star Outcomes Tool).
* To undertake and maintain a caseload of families with children.
* Ensuring support to families is reviewed at regular intervals and at the end of support, in line with current FTS guidance.
* To undertake designated responsibilities to safeguard and promote children’s welfare.
* To keep up to date all relevant record keeping systems including data entry and any relevant administrative work.
* To promote and encourage child development helping to ensure children have the best start in life.
* To encourage parent and child relationships, families to interact within the local community and helping parents to build their self-confidence.
* Utilise learning programmes within the role such as Lena Home.
* To ensure inclusion and diversity in all aspects of the organisation’s operation and work.
* Offering confidential support to families.
* To discuss and refer to additional support or signposting with parents should the need arise.

***Managing Volunteers***

* Assist with the recruiting of volunteers through sharing information and promoting the organisation.
* Matching and introducing volunteers to families.
* Providing support, supervision and training opportunities for volunteers.
* Ensuring the safety and wellbeing of volunteers.

***Working in Partnership***

* Ensuring appropriate liaison with referrers and other professionals.
* Promote the work of FTS, its profile, ethos and practice as an ambassador of FTS in external work.
* Networking within the community and contributing to the development of FTS.

***Safeguarding***

* FTS staff have a duty and responsibility to report any safeguarding, risk concerns or concerns relating to adults interacting with the family to their Line Manager who is the Strategic Lead for Safeguarding.
* All staff have a duty of care for volunteer’s safety.
* Keep a record and report all health and safety concerns or accidents

***Communication and team work***

* Undertake and participate in relevant training for which mileage and reimbursement of hours will be paid.
* Keep all role required training up to date.
* Attend occasional team meetings for which mileage and reimbursement of hours will be paid.
* Liaise and keep regular ongoing communication with/ reporting to the line manager for the post regarding changes, health and safety, safeguarding, planning etc.
* Liaise with FTS groups to visit and promote home visiting.

***Additional responsibilities***

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.

The post holder must have access to a vehicle and hold a full driving licence.