**Job Description**

**Family Coordinator**

**Job Title: Family Coordinator**

**Responsible to:**  Family First Service Lead

**Responsible for:** Managing a case load of families, including the information about the family inrelation to the programme *and* theFamily Volunteer attached to the family. Raising the profile of and acting as an advocate for Family First.

**General Purpose**

1. Gaining the family’s commitment to the Programme when introduced to the family by the introducing agency. Maintaining a level of connection with the family, gaining insight and understanding of the family to help them remain engaged.

2. Providing support supervision and management to the Family Volunteer;

3. Gathering objective information (including coming through the Family Volunteer) about the family’s issues, needs, their progress or the barriers to their progress and liaising with agency practitioners about all of the above, to plan interventions needed but also suggest what would make a difference in helping the family to achieve the goals they have agreed to.

4. A commitment to the requirements of the programme through Family Firstincluding identifying oneself with Family First’s vision, values and behaviours.

5. Provide support to the Service Lead and other team members as required such as covering the Family First phone

6. Be willing to take on additional duties outside direct work with families when the need arises. This may include networking with other professionals, attending events as a representative of Family First or taking on a specific small project or activity.

**Main job tasks and responsibilities:**

1)

* Play a key role in encouraging a family to join the programme and maintaining their ability to stay engaged.
* Meet with the family especially when a Family Volunteer is unable to make visits for various reasons and encourage them, commend them and support them to continue to improve.
* Be polite and non-judgemental.
* Be Considerate, Caring and Confidential

2)

* Be accountable to the Family First Service Lead and Safeguarding Officer for the safety of the Family Volunteers and for delivery of the programme;
* Provide on-going line management and support to each Family Volunteer following closely the procedures for home visits including pre- and post-visit meetings.
* Adhere to the Family First policies and procedures regarding health and safety, child / vulnerable adult safeguarding and Data Protection / Confidentiality. Family Coordinators will be required to sign a disclosure that they will comply with the programmes specific GDPR Policies and Procedures.
* Support the Family Volunteer to work with families to identify goals and to help the family help themselves to work towards achieving these.
* Be a positive role model to the Family Volunteers, agency staff and others.
* Listen to what the Family Volunteer is saying about the family and recognise the time when immediate action should be taken to ensure the safeguarding of an individual, and follow due process to carry that out.

3)

* Collect detailed objective information from the Family Volunteer and the practitioners supporting a family to produce accurate reports of each member of the family’s progress against agreed goals/targets.
* Understand what information about an individual / family can be shared with a person and / or organisation appropriately to operate the aims of the programme effectively whilst maintaining confidentiality.
* Share information with the relevant agency either collectively in the Family Support Group (to inform monitoring records, plans and other support services needed by the family) or directly to an organisation to resolve a specific need or issue that arises. Everyone aged over 16 years of age in the family will have signed their consent for this to happen.
* Communicate effectively with a wide range of professionals on behalf of the family, sometimes negotiating additional support and services.
* Maintain accurate and up to date records both on paper and electronically to plan effective support and solutions for the family.
* Liaise with key agency contact appointed in various local organisations for the purpose of that organisation offering a service to the family or resolving a problem on their behalf.

4)

* Provide regular supervision to other Family Coordinators if requested,
* Identify areas of training and development for self and volunteers
* Assist in management of other caseloads if requested

5)

* Support the delivery of the volunteer training programme if required
* Communicate and present effectively in a learning environment with potential volunteers.
* Support potential volunteers in accessing the training materials and engaging with the programme.

6)

* Interview potential volunteers pre and post training to ascertain their suitability for the programme if required.
* Record outcomes of interviews as required
* Identify agencies and organisations in Ipswich whose work has an impact on families within the programme.
* Liaise and communicate with them as so to raise the profile of Family First

**This Job description is not a definitive or exhaustive list of responsibilities but identifies the key tasks of the post holder. The specific objectives/responsibilities of role will be subject to review as part of the ongoing job evaluation process.**

**Person Specification**

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| --- | --- | --- |
| Education / Qualifications | Essential | Desirable |
| Qualifications to at least to A-Level or equivalent.  Professional and or Managerial Qualification | x | x |
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| Skills and Abilities |  |  |
| To be able to lead volunteers and envision the volunteer team. “Vision” is a compelling picture of the future that inspires commitment and action.    Excellent communication and skills both verbal and written.  Excellent listening skills with a range of people  Ability to present to small and larger groups. | x  x  x | x |
| Ability to work with others outside the organisation  Supervision, planning, organisation and training skills.    Ability to coordinate and prioritise work and activities of self and others | x  x |  |
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| Ability to work with Email, MS Word, MS Powerpoint, MS Excel (or equivalents).  Administrative skills in the management and prioritisation of workloads.  Ability to work independently and make decisions with handling difficult and challenging situations. | x  x  x |  |
| Skill in critical thinking and problem solving.  Ability to objectively and accurately report complex information including statistical data.  Ability to manage and support volunteers effectively.  Ability to network and build positive relationships with a range of organisations both voluntary and statutory also teams, staff and volunteers.  Experience  Proven track record in team leadership and volunteer recruitment  Supervision of staff  Working in NHS/Social Care | x  x  x  x | x  x  x |
| Knowledge and Understanding  Understanding of issues and stresses faced by families including those with complex needs.  .  Knowledge of local resources for families to access.  Personal Attributes  A driven self-starter who can motivate self and others  Car Driver and access to a car  Non-judgmental, committed to providing equality of opportunity to people regardless of their faith, gender, race, disability, social class, age or sexual preference.  Confidential  Committed to own personal development | x  x  x  x  x  x  x  x |  |