

## JOB DESCRIPTION: FAMILY SUPPORT COORDINATOR (CIRENCESTER)

LINE MANAGER	Intensive Support Manager
HOURS OF WORK	Part-time, 22.5 hours per week
CONTRACT TYPE	12 month fixed-term contract, with possible extension
PAY SCALE	Aligned to JNC scale points 13 to 16
LOCATION	The Churn, 14-16 The Waterloo, Cirencester, GL7 2PY

### OVERALL AIM OF THIS POST:

The Door's Intensive Support Department is a key provider of non-statutory wraparound family support services, and provides pragmatic and effective support for parents and young people that aims to have a lasting positive effect. The Door is working in in partnership with The Churn in Cirencester in a project which aims to extend The Door's family support offering into Cirencester and the surrounding areas in the Cotswold District. The Door's role will focus on supporting families with children in school years 6 to 11.

The **Family Support Coordinator** is appointed to lead the implementation and delivery of The Door's Family Support services within this project, building local capacity whilst maintaining a high-quality service.

### KEY STAKEHOLDERS

- The Door's Board of Trustees
- Senior Management Team, including
  - Chief Executive Officer
  - Chief Operating Officer
  - Intensive Support Manager
  - Youthwork Manager
- Fundraising Department
- Intensive Support staff and volunteers
- The Churn's staff team
- Young people, parents and families accessing the service
- Statutory bodies including Social Care, Early Help, schools, health services, Cotswold District Council, and town/parish councils including Cirencester Town Council

- Other organisations including Citizens Advice, Foodbank, Beresford Group, Nightstop, Homestart

## SPECIFIC DUTIES AND RESPONSIBILITIES

### Service management and promotion

- Establish and deliver a Family Support service in line with the existing service model of The Door to meet the needs of the people accessing the service in this area
- Manage the operational implementation of the partnership working arrangement and build robust working relationships with The Churn, working to ensure a seamless service offer is delivered
- Promote the Family Support Service and its programmes to potential clients and stakeholders

### Service delivery

- Recruit and line manage Family Support volunteers in this locality, providing a strong role model and ethos
- Support the delivery of the Intensive Support Team's volunteer training and recruitment process for all areas
- Work alongside existing members of the Family Support Team to develop and deliver the Family Face Time service and support and the planning of delivering the Triple P Parenting Programme in the area.
- Hold a personal caseload of parents/families or young people in line with the demands of the role
- Ensure that all contact sessions are effectively recorded and monitored and that all reporting requirements are met
- Ensure the safety and wellbeing of all people accessing the service
- Help service users to recognise and articulate their own needs, and develop strategies to meet those needs

### Reporting, impact measurement and service improvement

- Monitor the impact of the service against performance objectives
- Contribute to the continuous improvement of the Family Support service offering through analysis of impact data, and as needs/themes emerge.

- Have sympathy with and understanding of The Door's Christian ethos, as outlined in The Door Keys document, and promote the Christian ethos of The Door appropriately to all stakeholders
- Anything else that is commensurate to the post

## PERSON SPECIFICATION

### ESSENTIAL

- Clean driving licence and use of own transport
- Ability to build strong working relationships, and effective stakeholder management skills
- Well-organised with strong administrative / prioritisation skills
- Ability to use own initiative and make appropriate decisions
- Ability to work unsupervised
- A commitment to personal development and spiritual wellbeing

### DESIRABLE

- Professional qualification or significant professional experience
- Experience of supporting parents, carers and families
- Experience of using Microsoft Office at an intermediate level, and willing to embrace the use of database and cloud storage technologies
- Experience of using CRM systems
- Experience of working in a team environment, motivating and facilitating others
- An understanding of the local statutory services such as Early Help and Children and Young Peoples' Services
- Experience of working with people from a range of backgrounds including those with complex cross-family needs