

**JOB DESCRIPTION**

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| Job Title**Family Co-ordinator (Tier 1-2 Support)** |  |
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| Department | Team**Level 1/2** |
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| Reports to (Job Title) |  |
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| Responsible for (number of supervisees)0 | Job Grade  |
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| LocationHybrid  | Contract Type12 month fixed term contract, subject to funding |
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**Job Summary:**

The Family Co-ordinator will be a central figure in delivering the YMCA's family support services. Working directly with families in their homes and communities, you will build rapport, assess needs, and co-create personalised plans to address their unique circumstances. Through a combination of support and guidance, you will help families build resilience, improve their coping mechanisms, and connect them with essential local resources. This role requires a high level of empathy, strong communication skills, and a commitment to safeguarding children.

**Purpose:**

* Help families overcome challenges and build resilience through collaborative support.
* Focus on child and family well-being, based on their needs and consent.

**Responsibilities:**

* **Outreach and Support:** Work directly with families in their homes and communities.
* **Case Management:** Develop and implement personalised plans (Single Family Plans) to address each family's unique situation.
* **Capacity Building:** Enhance family strengths, self-esteem, and problem-solving skills.
* **Partnership:** Connect families with relevant local services and resources.
* **Open Communication:** Build trust and facilitate honest conversations with families.
* **Prevention:** Identify early warning signs and intervene to prevent crisis situations.
* **Safeguarding:** Ensure child safety by following established procedures when needed.
* **Referral and Advocacy:** Guide families towards appropriate Level 1-2 services at the earliest point.
* **Record Keeping:** Maintain accurate and detailed case files to track progress and capture case studies.
* **Collaboration:** Work effectively with other professionals and partner agencies and the Community Connector.

**Requirements:**

* Strong interpersonal and communication skills.
* Ability to build rapport and trust with families.
* Experience in family support or a related field.
* Excellent assessment and planning skills.
* Commitment to safeguarding children.
* Ability to work flexibly, including evenings and weekends.
* Reliable transportation.
* Local knowledge of Stoke-on-Trent's support network.
* Commitment to ongoing professional development.

**Impact:**

This role is crucial in empowering families to overcome challenges, build stronger relationships, and become more self-sufficient. The Family Co-ordinator plays a vital role in fostering positive outcomes for children, young people, and families within the community.

**Intervention**

**Referral Process:**

* **Open Pathway:** Referrals are accepted either through a simple referral form or a phone call. Families can also self-refer.
* **Warm Handover:** Whenever possible, professionals referring families will engage in a "warm handover" to ensure the referral is suitable and the family feels encouraged to participate. In some cases, joint visits may occur.

**Family Engagement:**

* **Duration:** Engagement with the Family Coordinator lasts for approximately 12 weeks.
* **Assessment and Planning:** Upon entry, families undergo an assessment, followed by a collaboratively developed plan of action.
* **Tailored Support:** The frequency of home visits and other interactions depends on individual needs, with high-need cases receiving weekly support. Engagement gradually reduces as families progress towards self-sufficiency.

**Additional Requirements:**

* Own transport required
* To work flexibly, including evenings and weekends, when required
* Motivation and resilience to succeed in challenging situations
* Local knowledge of support and development agencies within the project area
* Health and safety is a key aspect of all jobs and it is vital that everyone takes responsibility for promoting the health, safety and security of themselves, clients and colleagues.
* To attend appropriate training and development events
* To attend team meetings as requested
* To attend and prepare for supervision sessions
* To ensure all work is completed to meet all deadlines
* All staff are expected to demonstrate YMCA behaviours and values
* Staff are required to effectively contribute to their Personal Growth and Development Plan.

**Person Specification:**

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| **Attribute**  | **Essential**  | **Desirable**  |
| **Qualifications**  | * GCSE/ NVQ Level 3 or equivalent level of study demonstrated (including professional qualifications in Education, Health, Youth and community and Social work)
* Candidates with relevant experience and demonstrable abilities will be carefully considered
 | * IAG Level 3, coaching or mentoring/mediation qualifications an advantage
* Case Management experience and ability to broker support with external agencies
* Experience, (personal or operational) of the barriers faced by people who have challenges around behaviour, mental health issues, family conflict, accessing employment and universal services
* Innovative and informed solutions
* Problem solving abilities
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| **Experience**  | * Experience of working with Statutory Agencies (schools, Children’s Centres, Healthcare professionals)
* Experience of Work with families with children
* Direct work with children or parents
* Experience of co-working

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| **Skills and Knowledge**  | * A knowledge of child development
* A knowledge of child - parent supervision
* Good I.T Skills
* Good listening and observational skills
* Good verbal and written communication skills
* Good team working skills
* The ability to communicate with children of all ages
* The ability to identify and assess needs
* A good understanding of and the ability to demonstrate non-judgemental practice
* Achieving targets whilst maintaining quality of service
* Full driving licence and access to a vehicle
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| **Other Issues**  | * The ability to work weekends and unsocial hours as needed
* Enhanced Criminal Records Bureau checks
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March 2024

Signed …………………………………………………………………………………….. Dated…………………………

Printed …………………………………………………………………………………………………………………………..