

**Job Description – Co-ordinator**



**Royston, Buntingford & South Cambridgeshire**

**Home-Start Royston, Buntingford and South Cambridgeshire**

Home-Start Royston, Buntingford and South Cambridgeshire (HSRBSC) is a local family support charity committed to promoting the welfare of children by working alongside families with at least one child aged 9 or under. Trained volunteers provide regular support and practical help to families under stress, helping to prevent family crisis and reduce the need for recourse to statutory health and social services.

<b>Job Title:</b>	<b>Co-ordinator</b>
<b>Employer</b>	<b>Home-Start Royston &amp; South Cambridgeshire Board of Trustees</b>
<b>Reports to</b>	<b>Scheme Manager</b>
<b>Responsible for</b>	<b>Approximately 25 volunteers; no paid staff</b>
<b>Job Purpose</b>	<b>Implement bespoke support for families and ensure volunteers are appropriately managed</b>
<b>Key Responsibilities</b>	<p><b>Service Delivery and Family Support</b></p> <ul style="list-style-type: none"> <li>• <b>Referrals, safeguarding and administration</b> <ul style="list-style-type: none"> <li>- receive allocated referrals and, together with the family, assess and agree the family’s needs</li> <li>- at initial visit, agree with the matching family the focus and nature of support to be provided over anticipated timescale, recognising that this may have to be flexible</li> <li>- ensure support is recorded, regularly reviewed and closed, in line with the Scheme’s Case Management System</li> <li>- undertake designated responsibilities to safeguard and promote children’s welfare, including delivery of safeguarding training, bi-annually</li> <li>- contribute to Child Protection, Child in Need, Early Help processes and professionals’ meetings, writing reports as required</li> <li>- respond to changing service demands, identify services required and undertake the planning and delivery of focussed groups to provide support</li> <li>- ensure access to services across all demographic groups, including moving safely between virtual and face-to-face offerings</li> <li>- carry out Risk Assessments, as appropriate, throughout the period of support</li> </ul> </li> <li>• <b>Family Support Group (FSG)</b> <ul style="list-style-type: none"> <li>- Develop and maintain effective networks, communication and links with referral agencies and other organisations in the areas covered by FSG</li> <li>- agree and plan with the family their attendance at a FSG</li> <li>- regularly review their progress</li> <li>- supervise FSG volunteers and share with them appropriate information to encourage family progress</li> <li>- with support from Admin and FSG volunteers, plan and deliver the programme of activities for the children, in line with Early Years Foundation Stage (EYFS) which support current initiatives and may attract funding</li> </ul> </li> <li>• <b>Home-Visiting</b> <ul style="list-style-type: none"> <li>- Manage a caseload of families requiring home visiting support</li> </ul> </li> </ul>

- consider matching issues and identify appropriate volunteer
- introduce volunteer to family and review progress regularly
- carry out one-to-one confidential supervisions with each volunteer and amend support as required
- Contribute to the planning and delivery of one-off outings and events for families

#### **Managing Volunteers**

- identify need to expand, replace or reduce cohort of volunteers
- contribute to the marketing and publicity for a recruitment drive
- recruit potential volunteers to attend the Home-Start Preparation course and Family Support Group training
- plan and manage the delivery of the Home-Start Preparation course and Family Support Group training
- confirm appointment of selected volunteers and carry out their induction
- provide support, supervision and on-going training opportunities for volunteers to maximise retention
- with the Senior Co-ordinator, design and deliver in-house training for volunteers
- carry out an Exit Interview when a volunteer leaves their role

#### **Marketing and Communications**

- as delegated by the Scheme Manager [Sen Co-ord], provide information to the Bid Writer to support future funding
- support the Scheme Manager [Sen Co-ord] in delivering projects and collecting necessary data to effectively monitor projects and provide the required data for funders
- maintain productive communications with referrers, statutory authorities and other service providers
- network appropriately within the community to build beneficial relationships
- contribute to Impact Assessments and Reports and encourage community support by:
  - o ensuring follow-up contact is made with the family, where appropriate, at 6 and 12 months after the end of support
  - o maintaining a log of testimonials from families willing to be quoted
  - o securing a family member to describe their journey with HSRBSC publicly, at the AGM
  - o identify families and volunteers willing to share their stories using video technology
  - o write blogs and Social Media posts as appropriate
  - o Producing case studies to demonstrate the impact of Home-Start's work
- promote HSRBSC's voice and profile within the Home-Start network, including engaging with local Schemes

#### **Policies and Procedures**

- ensure equality of opportunity, fairness and diversity in recruiting volunteers and delivering services to families
- implement and model good safeguarding practice in all areas of work
- assist in the review and implementation of all policies and procedures applicable to operational service delivery

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, as directed by their manager.

All employees and volunteers of HSRBSC have a statutory duty to promote their own health and safety and the safety of others who may be affected by their actions.

Respecting confidentiality and the ethos of Home-Start is paramount, as is a mature and flexible approach to the work in accordance with the Home-Start Handbook and Home-Start Agreement.

HSRBSC is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults which is reflected in the Safer Recruitment Policy.

HSRBSC is committed to safeguarding and the protection of children and equality, diversity and inclusion, and relevant up to date policies are in place to reflect this. All roles require references, and this role requires an Enhanced DBS clearance.