



Volunteer and Family Coordinator

22.5 hours per week

- Reports to Operations Manager
- Benefits: Holiday 25 days per year pro rata. The office closes between Christmas and New Year to allow staff to spend precious time with loved ones. Access to 24/7 free counselling service, access to 24/7 free GP service.
- Salary: SCP 18-22 on the NJC pay scale- currently **£25,419** per annum FTE with subsequent progression to £27,514 per annum FTE. We will give you a permanent contract, although as with all posts, it is reliant on continued funding.
- Pension: HSES operates a contributory pension scheme that all employees are eligible to join. Full details will be provided at the commencement of employment.
- Probationary Period: Appointments are made subject to the satisfactory completion of a probationary period, normally six months (or trial period to be discussed)
- DBS (Disclosure and Barring Service): The appointment is subject to a Disclosure and Barring check, please see application form for full details
- Health and Safety: The post holder will be subject to HSES's Health and Safety policy.
- Equal Opportunities: The post holder will be subject to our Equality, Diversity & Inclusion policy.
- Physical Conditions: Hybrid working - working from home with regular face to face one to one and team meetings in the Brighton and Newhaven area. Community groups currently funded in Brighton & Hove area.
- N.B.: You must have the right to live and work in the UK to be considered for this role.
- Relationships: Internal: Management Team - Staff
- External: - Relevant stakeholders including clients and referrers and enquirers.

The successful candidate will have an excellent understanding of the issues faced by families with babies and will strive to achieve the best outcomes for them, empowering them to live fulfilling lives.

Taking a strength-based approach to your work, you will have extensive experience of working with families and will be passionate and proactive about meeting their needs. You will be compassionate, tenacious, with a strong commitment to ensuring their safety. You will be organised and computer literate and able to build successful partnerships with key partners, in order to improve outcomes for families.

Key Responsibilities

Families

- Facilitate the Being Family groups on Zoom or face-to-face in the Wealden district.
- Carry out initial visit with the family in their homes.
- Take responsibility for developing relationships with local referrers to encourage adequate family referral numbers.
- Manage the waiting list, ensuring that referrers are given regular feedback regarding when support is likely to become available.
- Via telephone, carry out regular family reviews to establish the extent to which the parent-led action plan is being met, encouraging empowerment and independence.
- Manage family endings in a sensitive but decisive manner, ensuring sufficient and clear notice is given to the families.
- Work closely with statutory and voluntary agencies and develop and maintain effective multi-agency joint working approaches
- Undertake Designated Safeguarding Person responsibilities, ensuring that all safeguarding issues are reported to the Chief Executive as per policy. Attend safeguarding training every two years.
- Ensure relevant statistics and paperwork is accurately kept and all other monitoring requirements set by funders are met.

Volunteers

- Promote the recruitment of volunteers as required.
- Deliver the volunteer preparation course in accordance to agreed session plans.
- Match volunteers to appropriate families.
- Provide regular evidenced telephone supervision to all home-visiting volunteers, ensuring that the volunteers are working effectively with the family following the parent-led action plan that encourages empowerment and independence.
- Ensure volunteers refer families to specialist agencies/services as appropriate.
- Promote on-going training opportunities to volunteers including annual refresher Safeguarding Training.

Other

- Work collaboratively with the Operations Manager regarding ongoing improvements to the service, in particular ensuring that the scheme is evidencing the difference the service makes for funders and potential funders.
- Attend regular meetings in Newhaven and contribute to service/charity development.
- In consultation with the Operations Manager, identify appropriate networking events. Attend meetings or carry out a talk or presentation, with a view to recruiting volunteers or raise awareness of the scheme's services.
- With the Operations Manager, review the service provision regularly and as required. Attend training as required. Cover the work of other staff during holiday and sickness absence.

General

The above list of purposes and tasks are indicative and may vary in importance over time. 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.

Person specification

Essential

- Minimum one year of direct work with parents, carers and/or children or babies
- Experience of the strengths based solution focussed approach to family support
- An awareness of equal opportunities issues that may face families and volunteers
- Knowledge of and commitment to current legislation and policies relating to children and families
- An understanding of the needs of families with young children
- Commitment to partnership working and a clear understanding of the importance of appropriate information sharing
- Excellent interpersonal and written communication skills including experience of report and letter writing
- Ability to prioritise and manage own time effectively to ensure that responsibilities are met
- Team player with flexible, collaborative and compassionate can-do approach
- Ability to work independently and use own initiative
- Ability to supervise volunteers to ensure that they are working effectively and efficiently with families, following the parent-led action plans
- Good working knowledge of Microsoft 365 (or Word, Outlook and Excel) and positive attitude to embrace new technology
- Ability to use Power Point to deliver training or presentations
- Ability to deliver stimulating and engaging training/presentations
- Ability and commitment to work collaboratively with the Chief Executive and other staff regarding ongoing improvements to the service and charity
- Eligibility to work in the UK
- Car driver and access to a car

Desirable

- Relevant professional qualification (NVQ level 4 or equivalent e.g. social work or health visitor degree)
- Relevant teaching qualification e.g. PTLLS
- Experience supervising volunteers
- Liaising with various agencies that support children and families
- Experience of working in the voluntary sector
- Experience of Designated Safeguarding Person role
- Knowledge of Wealden District