JOB DESCRIPTION

Family and Volunteer Coordinator (Parenting Lead)- fixed term to 31/03/2019

**Location:** Bexley

**Salary:** £26,632.96 per annum, pro-rata (including London weighting)

**Hours:** 21 hours

**Holidays:** 27 days annual leave plus 8 Public Holidays

**Pension:** Family Lives has a Personal Pension scheme

**Responsible to:** Volunteer Development Manager

Family lives Board of Trustees may award a cost of living salary increase at its discretion.

**Organisational background:**

Family Lives is a leading family support charity working across the UK. We provide 24 hour support, seven days a week through a range of innovative and integrated services, engaging with over 2.5 million families and young people through our website, helpline and face to face support. We support families across many different areas of family life focussing on health and wellbeing, family relationships and education. We have a number of offices delivering a wide range of services. Our central office has a team structure which services the charity and offers some direct services. For more information please see our website**.**

**Organisational values:**

Families are the foundation of society. Family Lives believes that support and understanding that is accessible, confidential, professional, independent and trustworthy should be available to all family members**.**

Family Lives works around the clock, transforming the lives of families, supporting parents and creating happier relationships, happier families and a stronger society. Our experience enables us to help families with any problem or challenge that they face. Our trained family support workers, both paid and volunteer, offer all family members immediate and on-going help on the phone, online or in their local communities. We use the knowledge gained through our work to inform, support and train professionals and campaign for changes to improve and support family life.

**Purpose of post:**

To lead, coordinate and develop the volunteer and parenting aspects of the Early Years Service team in Bexley providing high quality, flexible services to parents, carers and others in a parenting role. The role will include facilitation of parents classes and workshops, coordination of parenting support services and the recruitment, training, management and supervision of volunteers.

**Key responsibilities:**

1. To facilitate parenting workshops and courses to help parents / carers explore their feelings, identify their issues in relation to their role as a parent and decide a plan of action.
2. To help parents / carers work on different aspects of their parenting, finding ways of supporting themselves and their children.
3. To be responsible for all aspects of volunteer recruitment to ensure a continual active bank of volunteers, to include publicising opportunities, conducting informal volunteer information activities, and planning, coordinating and conducting volunteer interviews in conjunction with the Volunteer Development Manager.
4. To deliver all aspects of the volunteer training and provide ongoing support to help develop the skills of selected volunteers.
5. To keep accurate records relating to all aspects of the volunteer recruitment and training.
6. To provide regular volunteer one to one and group support and supervision to align with Family Lives QA standards, as appropriate.
7. To support volunteers with activities including home visits.
8. To arrange the allocation and matching of volunteers with parents / carers
9. To keep accurate records of all volunteer activities.
10. To complete adequate monitoring reports to support the team in tracking volunteer activities, development and outcomes.
11. To monitor feedback from volunteers to ensure they receive appropriate and effective induction, training, supervision and management support.
12. To work with volunteers to identify opportunities and undertake activities that will provide support to parents / carers and families to increase their confidence and skills in parenting and improve their relationships with their children.
13. To assess needs of families using initial assessment tools such as Outcomes Star and carry out timely reviews to ensure families receive the right level of support.
14. To check volunteer paperwork including DBS applications, evaluations and expense claims.
15. To train and support the Early Help team and cover required activities and tasks, in case of sickness or leave or as and when required.
16. To work closely with key partners/agencies in planning, reviewing and evaluating all aspects of the Early Help Service.

**General duties and tasks**

* To carry out reasonable administrative tasks that fit within the scope of the role
* To attend team and general staff meetings.
* To personally prepare for and attend own 1:1’s and appraisals, undertaking personal work planning in liaison with Line Manager.
* To work within all policies, procedures and budgets set by Family Lives Trustees, including the equal opportunities policy.
* To act at all times in the best interest of Family Lives.
* To form effective working relationships with all staff members, volunteers and outside organisations as appropriate.
* To participate in the induction of new staff members, including organising an induction programme for local staff and volunteers.
* To work with line manager to identify own training needs and undertake such training.
* To carry out other related duties as may from time to time be required to fulfil the mission of the team and organisation.

**Standard Clauses**

* The post holder must at all times carry out their responsibilities with due regard to Family Lives’ Equal Opportunities Policy.
* The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
* This role will require satisfactory Disclosure and Barring Service clearance.
* The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
* The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Family Lives offices.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, the department, the division and Family Lives.

Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.

PERSON SPECIFICATION

Family and Volunteer Coordinator (Parenting Lead)

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|  | **Essential**  |
| **Qualifications** | * As a condition of appointment to this post you are required to hold an OCN Level 3 qualification in Parent Practitioner Skills or equivalent or be willing to pursue, and to have achieved it, within 6 months of your start date. Demonstrable relevant experience may also exempt individuals from all or certain modules of the OCN. The decision of Human Resources is final regarding the appropriateness of other qualifications or previous experience.
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| **Experience** | * Experience of safeguarding Experience of facilitating parenting groups or parent support.
* Experience of coordinating, recruiting and training volunteers
* Experience of managing volunteers
* Experience of working in a team
* Experience of developing innovative and creative solutions
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| **Knowledge and Skills** | * Excellent communication skills both written and oral
* Excellent administrative skills
* Ability to work effectively in partnership with external organisations, parents and volunteers
* Ability to organise and prioritise your own programme of work.
* Ability to work on your own initative
* Ability to demonstrate good attention to detail.
* Ability to manage a complex and varied workload
* Excellent IT skills (Word, email, data recording, Excel)
* Knowledge of a range of local statutory and voluntary agencies that work with families and parents
* Awareness of local recruitment organisations in the voluntary sector and the role of volunteers in community projects.
* Ability and commitment to using Family Lives recording and reporting procedures.
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| **General Attributes** | * Commitment to safeguarding vulnerable adults and children
* Not barred from working with vulnerable adults or children.
* Suitable to work with vulnerable adults and/or children.
* This role requires regular travel across areas where public transport is limited, so a full driving licence and a car or suitable alternative means of travelling are required
* Positive attitude to a hectic working environment where tasks and systems need to be developed and updated on a regular and ongoing basis
* Commitment to equal opportunities and diversity
* Commitment to the values, aims and objectives of Family Lives
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