



## JOB DESCRIPTION

### Family Support Coordinator

<b>Job Title:</b>	<b>Family Support Coordinator (Job share)</b>
<b>Location:</b>	<b>Hybrid between home working and office based. We support flexible working</b>
<b>Salary:</b>	<b>£25,480 (pro rata £10,192, 14 hours per week, 2 year fixed (under review)</b>
<b>Accountable to:</b>	<b>Operations Manager</b>

#### JOB PURPOSE

To develop, coordinate and deliver PLUS Family Support within the Forth Valley Area. This includes meeting with and introducing families to our service, facilitating opportunities for group and individual support as well as understanding their needs and wants in order to be able to review and adapt our approach.

The post holder will be required to develop partnerships with families and local service providers, including the Local Authorities, Carers Centres and other third sector agencies.

#### PRINCIPAL RESPONSIBILITIES

- **Planning and Service Delivery**
  - Coordinate and develop the PLUS Family Support Service
  - Conduct home visits (in person or virtual) for each child, young person or adult attending PLUS and review their progress
  - Initiate home visits (in person or virtual) for each new family approaching or referred to PLUS for support
  - Facilitate information evenings, networking events and training opportunities for families and carers
  - Support families to ensure they are getting the care package they are entitled to
  - Develop group support opportunities for children, siblings and their families, with a particular focus on the early years
  - Meet with partner agencies delivering support in order to develop a directory of services for the area to disseminate to families
  - Promote a robust person centred service with an outcomes focused approach
- **Communication**
  - Communicate effectively with families and professionals to increase awareness of the service and support available to them
  - Support families through referral processes, engaging other organisations where appropriate
  - Liaise with referral agencies to ensure they are kept up to date with progress
  - Attend meetings with any Third Parties involved in the care of the child/young person – School, Medical, Social Work etc – as appropriate
  - Develop systems to communicate effectively with families and the children and young people we support
  - Engage with colleagues to understand the pressures being faced by families and the patterns emerging in terms of need to ensure appropriate support can be developed
- **Administration**
  - Liaise with core staff to ensure each child/young person is attending the different groups available to them
  - Undertake regular updates to the electronic files for young people and families

- Contribute to maintaining accurate records of information with regards to young people, staff and partner agencies
- Share up to date information with core staff and sessional workers on the staff forum and through regular team meetings
- **HR**
  - Provide effective line management of all relevant staff, promoting opportunities for continuous professional development implementing PLUS Policies on Recruitment and Induction
  - Participate in all aspects of the organisations work including Recruitment, Induction, Training and Promotional Events
- **Personalised Provision**
  - Work in partnership with individuals with disabilities and their families, actively involving them in the development of their care plan and the design of their service
  - Where required, support families to ensure skills are being transferred into the home environment and providing input to develop and encourage this
- **Quality Assurance**
  - Develop appropriate monitoring systems to ensure continued high quality service provision which provides evidence of development and meets the needs of the young people/adults involved
- **Health and Safety**
  - Ensure all packages of care comply with PLUS standards and meet legislative requirement e.g. Health and Safety Risk Assessment
- **Finance**
  - Monitor expenditure for the project to ensure ongoing sustainability
- **General**
  - Understand and adhere to PLUS policies and procedures, and promote their use by all staff
  - Attend team and individual meetings with colleagues and managers
  - Undertake and other duties seen as appropriate by PLUS Managers

**SPECIAL FEATURES/ADDITIONAL DUTIES**

- You may be required to act as a Fire Warden or First Aid Officer for PLUS, undertaking the relevant training to do so
- There is a requirement to undertake hours on a flexible basis, which may require working evening and weekends as necessary in order to ensure appropriate fulfilment of duties
- The organisation reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business

**Agreement:-**

**Family Coordinator Signature:** .....

**Chief Executive Officer Signature:** .....

**Date:** .....

