



Strengthening Our Communities



## Job Description – Family Services Co-ordinator

Job Title:	Family Services Co-ordinator
Employed by:	Saltbox
Based at:	Adelaide House, Adelaide Street, Burslem, and other Saltbox locations as required
Salary:	£21,500
Hours:	Full Time: 35 hours - Monday to Friday 9am - 4:30pm – some flexible work may be required
Responsible to:	Restart Client Manager
Responsible for:	Client-family liaison and co-ordination of multi-agency support
Contract:	2 Year Fixed Term Contract (with potential continuation dependant on funding)
Recruitment:	We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all our employees and volunteers to share this commitment. This position is exempt under the Rehabilitation of Offenders Act 1974 and the successful applicant will be subject to a criminal record check from the Disclosure and Barring Service (DBS) and reference checks.

### Purpose of the role

To support clients who have reached a point in their journey where they are ready to reconnect with family whether this maybe parents, siblings, grandparents or children as often these relationships have broken down due to our clients complex needs. This may include, for example, working in partnership with children's social care to advocate and support the client in having appropriate contact with their child whilst ensuring the child's safety and wellbeing is paramount.

This role will play a key part in connecting families, relationship development and emotional support to clients, recognising the potentially difficult and emotive history around their family/relationship issues/situations.

## **Summary of Main Duties**

- To strengthen relationships between clients, their families and their communities, developing trust, and facilitating restoration
- To work in a multi-agency way effectively that ensures the clients voice is heard and work collaboratively in the best interests of the clients and of their families
- To engage with Support Workers and the wider team to identify suitable clients to support who are at a point of their journey when they ready to reconnect with their families in a safe way
- To holistically assess the needs and wishes of the client/ family using an appropriate assessment tool such as the Outcome Star toolkit
- To complete a plan in partnership with the client capturing the outcomes of the assessment and also contributing to other agencies outcome based plans such as Child Protection plans/ Child in Need plans or Early Help Plans
- To support clients to develop their role as parents/ carers/ family members through the use of tools such as parenting programs, mediation services or family support services
- To ensure you have an understanding (appropriate to your role) of, and comply with saltbox 's procedures for promoting and safeguarding the welfare of children and vulnerable adults including having a clear understanding of Stoke on Trent and Staffordshire Safeguarding Children's Board: Threshold Framework
- Establish and maintain good working relationships with statutory, private and voluntary organisations, particularly the Police, Prison, Probations, Health, Children/ Adults Social Care teams and other family-related services
- To establish and maintain good team working and communication with the Restart Team

## **Key areas of Responsibility**

- To work with positivity, enthusiasm and compassion, progressing required action with the client in a timely and responsive way
- To maintain accurate and comprehensive client records, files and audit trail
- To work in accordance with legislation around safeguarding children and vulnerable adults
- To maintain professional boundaries at all times to safeguard the client and family
- Support a reduction in reoffending and intergenerational offending by supporting and enabling restoration of family relationships
- Work with a partnership approach to facilitate a joined-up, multi-agency approach to working with the children and families of clients

- To establish develop and maintain effective working relationships with relevant statutory, private and voluntary organisations
- Provide links between services from a wide range of agencies
- Maintain awareness of the risk assessments for each client and risk assess situations appropriately, recognising and responding to changes in risk level, taking appropriate action where necessary to mitigate risk for the client and their families
- To liaise with team members effectively and appropriately
- To work collaboratively as part of the wider Restart team, with partners, communities and people of all faiths and none
- To operate within financial controls and budgetary systems to ensure the proper accounting of service resources
- To monitor and co-operate with the evaluation of the work of the Restart service
- To provide the line manager with regular reports and assessments
- To adhere to the policies and procedure as specified by the Saltbox Trustees
- Undertake regular personal supervision and appraisal
- Undertake training as identified by your line manager and/or the Saltbox Management Team
- To undertake such other duties as may be required by your line manager and/or the Saltbox Management Team which are commensurate with the position



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## Person Specification for Family Services Co-ordinator

Requirements	Essential	Desirable
<b>Skills / Knowledge / Experience</b>		
Relevant and substantial experience of direct work with families and children. And at least 2 year's previous experience working in a position directly with people requiring support relating to and at least one of the following: <ul style="list-style-type: none"><li>• Substance misuse</li><li>• Offending or at risk of offending</li><li>• Mental health and/or learning disabilities</li></ul>	✓	
A relevant level 3 qualification in a related field of work, such as community work, social work/care, safeguarding, family support, psychological therapies etc	✓	
A good understanding of the context of child development in relation to parenting capacity, family and environmental factors	✓	
A working knowledge of tools and techniques to engage in, restore, build and enhance positive healthy relationships	✓	
Experience and understanding of issues facing vulnerable adults and their families	✓	
Knowledge and understanding of key legislation, publications, national and local frameworks, strategies and pathways related to this role	✓	
Ability to drive with own transport	✓	
Ability to work under pressure, prioritising different areas of work according to need and producing work of a high standard	✓	
Experience and knowledge of statutory and voluntary sector partnerships and agencies that support vulnerable people, families and children	✓	

	Developed networking, motivational and interpersonal skills	✓	
	Good listening skills	✓	
	The ability to communicate clearly and sensitively with vulnerable people and their families and other organisations and build rapport	✓	
	The ability to produce written material to a high standard	✓	
	Awareness and sensitivity of working with people from other faith communities and denominations	✓	
	Experience of maintaining accurate ongoing records, providing statistical information, project evaluation and maintaining an audit trail	✓	
	Time management skills and the ability to meet the needs of several clients at one time. An organised, efficient and flexible approach to the job	✓	
	Working in partnership with the team to enhance overall delivery of the service and ability to work independently	✓	
	Experience of writing action plans to support a client's progress	✓	
	The ability to initiate and sustain new ideas and methods of working	✓	
	Ability to adopt a supportive and motivating approach to the client and their families	✓	
	Competent computer and other data management skills including basic computer skills and the ability to use word and excel	✓	

<b>Personal Qualities</b>	A passion for tackling social exclusion	✓	
	Maintaining a professional approach that enhances the reputation of Saltbox	✓	
	A positive belief in and commitment to the value of building and enhancing healthy and strong family relationships	✓	
	Willingness to undertake regular personal supervision	✓	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	✓	
	Ability to work under pressure	✓	
	A respect for client confidentiality in line with GDPR	✓	
	A high level of patience and emotional resilience	✓	
	A non-judgmental attitude regardless of the client's needs or situation	✓	



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### **Other Information:**

#### **Saltbox: Restart:**

Restart provides supported housing for those who are homeless or at risk of homelessness to make changes towards a better life. Our Clients have multiple and complex needs.

Saltbox is an organisation with Christian values and principles. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox; however, staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

#### **Values:**

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

#### **Saltbox's Guiding Principles:**

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times