

JOB PROFILE			
JOB INFORMATION			
Job Profile Name	Family Support Co-ordinator	Location	Glasgow
Supervises ≥ 1 direct report	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Position reports to	Children and Young People's Services Manager
Date Created	October 2020	Overtime Eligible	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
PURPOSE OF THE ROLE			
<p>Reporting to Children and Young People's Services Manager, this role will be the catalyst to expanding and embedding Indigo's commitment to supporting the whole family of the children and young people who attend Indigo Services. The role will focus on supporting parents to:</p> <ul style="list-style-type: none"> • Give their children and young people the best possible start in life • Improve their quality of life by making progress out of short or longer-term poverty and its associated challenges • Help their children attain their fullest potential in health, wellbeing and education. <p>In the early stages, in alignment with the terms of funding and Indigo's vision and values, the role will co-ordinate promote and drive forward the commitments of the Access to Childcare Programme, to support priority families out of poverty by helping them access appropriate school aged childcare, facilitating support workshops and resources and establishing a network of local support to refer or signpost to or to support the family to engage with.</p>			
KPI MEASURES			
<p>KPIs are currently being agreed with funder however they will likely relate to the following:</p> <ul style="list-style-type: none"> • Numbers of childcare places supported • Number of families whose financial position has improved • Number of referrals taken from other agencies • Examples of other agencies supporting childcare places and/or families to make progress. 			
FAMILY RELATIONSHIP BUILDING AND SUPPORT			
<p>The needs and interests of families come first in every decision made at Indigo. At the heart of ambitions to achieve best outcomes for children and young people is a belief that supporting the whole family is the only way to achieve sustained positive outcomes, focusing support on the child alone will at best make limited, short term progress. The Family Support Co-ordinator will:</p> <ul style="list-style-type: none"> • Design, implement and evaluate an asset based family support plan format with a supporting system that encourages a plan that is co-produced and empowers the family to take ownership of their own progress. • Support and empower families to identify their own needs aspirations and goals and work collaboratively to produce individual family support plans • Secure supported school-aged childcare within Indigo services where appropriate and explore access to early years childcare where and if appropriate within Indigo or other local services as appropriate. • Facilitate home visits if required • Facilitate 1-1 support with parents and/or children • Facilitate group work with parents and/or childr 			

PARENTING SUPPORT AND DEVELOPMENT

Having identified the support required by the parents as part of the family support plan, the Family Support Co-ordinator will work with the Service Manager, key Worker and family to design, deliver and signpost to a range of support tools, resources, workshops and events. Indigo recognises that many of the resources developed or identified will be useful not only to Indigo families but to families across the community and where resources permit, these should be made available in the wider community to help influence the systemic change that will make a difference for all families.

Using the Family Support Plan developed

- Facilitate information sessions and events
- Work with families to make progress on individual family support plans, providing, information, support, guidance or signposting as appropriate.
- Initially signposting parents and supporting them to attend issues based workshops (including licensed programmes such as Seasons for Growth, Triple P, Positive Parenting etc.) progressing, with training if required, to facilitating the delivery of appropriate programmes as relationships develop and specific needs are better understood
- Facilitate opportunities for peer support for families and staff supporting families
- Support attendance at appointments as required
- Establish relationships with appropriate local agencies who can assist with financial advice and support for families including benefits to enable a trustworthy and reliable signposting route for families as required.
- Carry out plan review sessions with parents

RELATIONSHIP MANAGEMENT AND COMMUNITY DEVELOPMENT

Establishing trusting and valued relationships will be essential in achieving success at all levels of this project, relationships with families, agencies and local networks, forums and residents. Internally, it is crucial that there is transparency and joint working across all work with families to ensure most effective outcomes. Externally the Indigo values should be reflected in every relationship, connection and interaction.

Internal

- Establish and manage sound, respectful relationships with Service managers and ensure their involvement in delivery of family support plans as appropriate.
- In partnership with service manager, make referrals to partner organisations on behalf of families as appropriate.
- Where appropriate, co-ordinate volunteers and parent volunteers both in services and for specific workshops or events to strengthen family support at Indigo and the communities we serve.

External

- Establish a network of external agencies and contacts who will form a support bank to empower families to take ownership of their own plans.
- Promote the work of Indigo and Access to Childcare Family Support project internally and externally through relationship building, meetings, presentations and conferences amongst others.
- Represent Indigo and access to Childcare Family Support project on appropriate local or national forums and networks

- Take a proactive role in learning about The Indigo Childcare Group, our families and the communities we serve, through relationship building that reflects the values of the organisation.
- Build on knowledge of Indigo, families and the communities we serve to encourage and facilitate systemic change in the community that will reduce barriers for families and help them achieve their aspirations.

GOVERNANCE, SYSTEMS AND GENERAL RESPONSIBILITIES

- Establish policies and procedures to set up external referral system for childcare places.
- Co-ordinate, promote and report on referral system.
- Lead on grant monitoring and reporting for Access to Childcare and any subsequent grants secured for this aspect of family support work.
- Establish and implement impact measurement systems for family support work
- Ensure adherence to all Indigo policies and procedures at all times especially those related to Child Protection and Health and Safety.
- Consult and co-operate with the line manager and directors, providing regular reports both written and verbal as required
- Work with Service Manager and Business Development Officer on funding applications as appropriate.
- Take a proactive role in learning about The Indigo Childcare Group, our children young people and their families and the communities we are operating in.
- Communicate effectively with colleagues, partnerships, networks, groups and service providers
- Budget monitoring and appropriate recording and reporting.
- Participate in general office duties, staff meetings, events and activities
- Attend relevant training/development opportunities
- Reflect on and develop own practice in consultation with Line Manager
- Undertake job related administration including accounting for expenses
- Effectively manage the use of resources
- Any other reasonable duties as may be appropriate or as directed by management

EXPERIENCE		
	ESSENTIAL	DESIRABLE
Experience and qualifications	<ul style="list-style-type: none"> • Minimum 2 years experience working with parents and children. • Experience of partnership working and networking at local community levels • Passion for ongoing learning and development • Experience of monitoring, record keeping and report writing • Experience of working independently and as part of a team 	<ul style="list-style-type: none"> • Relevant professional Qualification • Experience of planning and developing new initiatives
Knowledge and Understanding	<ul style="list-style-type: none"> • Commitment to Indigo vision and values • An understanding of the issues facing families living in areas of high deprivation and families experiencing the impact of poverty • A working knowledge of the kind of support tools, resources and strategies that can be offered to support families in these situations. • Understanding of and commitment to equal opportunities and the rights of children and young people • A working knowledge of child protection issues, practices and procedures. • 	<ul style="list-style-type: none"> • Awareness of current local and national strategies in relation to child poverty, family support, childcare and attainment. • Working knowledge of key parenting support programmes e.g. Triple P, Positive parenting etc • Knowledge of benefits that can support families into work or whilst in work e.g. Universal Credit, SDS, PiP.
Skills and Abilities	<ul style="list-style-type: none"> • Excellent Communication and interpersonal skills, oral and written • Passionate ability to build and maintain valued and trusting relationships with children, parents and carers • Ability to work sensitively with a wide variety of people from different backgrounds and experiences • Ability to work on own initiative and as part of an extended team. • A flexible approach to achieving the best outcomes for the post. • Ability to establish systems and procedures and to follow existing policies and procedures where appropriate. • Competent IT skills in MS Office especially MS Word 	<ul style="list-style-type: none"> • Marketing and promotional skills particularly in social media • Ability to establish systems for Social Impact Evaluation • Experience of workshop design delivery and facilitation

Behavioural Competencies	Beyond an obvious passions and commitment for supporting children and families, the post holder will ably demonstrate the following behavioural competencies.	
	Strategic mindset	Anticipates future trends and implications accurately. Readily poses future scenarios. Articulates credible picture and vision of possibilities that will create sustainable value. Creates competitive and breakthrough strategies that show a clear connection between vision and action.
	Drives vision and purpose	Talks about future possibilities in a positive way. Creates milestones and symbols to rally support behind the vision. Articulates the vision in a way that everyone can relate to. Creates organisation-wide energy and optimism for the future. Shows personal commitment to the vision.
	Demonstrates self-awareness	Reflects on activities and impact on others. Proactively seeks feedback without being defensive. Is open to criticism and talking about shortcomings. Admits mistakes and gains insight from experiences. Knows strengths, weaknesses, opportunities and limits.
	Instils trust	Follows through on commitments. Is seen as direct and truthful. Keeps confidences. Practice what they preach. Shows consistency between words and action.
	Builds networks	Builds strong formal and informal networks. Maintains relationships across a variety of functions and locations. Draws upon multiple relationships to exchange ideas, resources and know-how.
	Ensures Accountability	Follows through on commitments and makes sure others do the same. Acts with a clear sense of ownership. Takes personal responsibility for decisions, actions and failures. Establishes clear responsibilities and processes for monitoring work and measuring results. Designs feedback loops into work.
	Customer focus	Gains insights into customer needs. Identifies opportunities that benefit the customer. Builds and delivers solutions that meet customer expectations. Establishes and maintains effective customer relationships.
	Values differences	Seeks to understand different perspectives and cultures. Contributes to a work climate where differences are valued and supported. Applies others' diverse experiences, styles,

		backgrounds and perspectives to get results. Is sensitive to cultural norms, expectations and ways of communicating.
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