



FAMILY SERVICES CO-ORDINATOR

Job Description

JOB DETAILS

Job Title:	Family Services Co-ordinator
Grade:	Grade C £20,000 - £26,000
Hours:	37.5 hrs Full Time
Reports to:	Manager
Accountable to:	Board of Trustees
Location:	County-wide working mainly from our office in Redruth.

1. JOB SUMMARY

Penhaligon's Friends Children's Bereavement Charity provides emotional and practical support for families who have bereaved children in Cornwall. We are a reputable charity with a clear vision for growth and a strong sense of values. We provide telephone advice and support, family visits, group and individual support and training. We are looking to appoint an additional member of staff to support our delivery of high quality family support.

We are looking for an enthusiastic, confident individual with proven communication, organisational and leadership skills. We offer a stimulating job with regular supervision and opportunities for professional development.

The person appointed to this position will be responsible for coordinating the charity's core service delivery with children, young people and their families. You will be providing information and advice to families and professionals. The role will be responsible for maintaining the coordination of our overall caseload and supervising the wider team of staff and volunteers to deliver appropriate interventions.

We are looking for someone who is practiced in providing line management and has a good understanding of therapeutic supervision and reflective practice.

This post reports to our Family Services Manager and is based in our Redruth office with some requirement to travel throughout Cornwall.

Working in partnership with other health, education and social care professionals you will promote the wellbeing of our families according to agreed outcomes. Practiced in child protection, information sharing and the rules around data protection you lead by example, drawing on your own professional experience and working within established guidelines. Providing bereavement support to families, you understand processes of grief, loss and change - and how best to help others deal with its impact.

Practical and people-oriented, you will thrive working at a fast pace whilst maintaining accuracy. Having worked in a stressful and emotional environment you have a genuine interest in building supportive relationships and helping people. A persuasive and open communicator, you will work collaboratively with our team and volunteers to ensure consistent delivery of a high-quality service.

You understand, through your practical knowledge of diversity issues affecting children, young people and their families that being responsive to others needs and concerns, is essential.

With a commitment to your own continuing professional development, your confident use of IT (including MSOffice) will support your collaborative, friendly working style. Applications will be particularly welcome from those who have experience of working with bereaved families or those who have worked in a community environment. We would also welcome applications from those with a recognised qualification in education, health, social care or other relevant field.

2. MAIN RESPONSIBILITIES

- To co-ordinate childhood bereavement provision countywide.
- To provide advice and information to families and professionals
- To assess the needs of bereaved children and to meet those needs through appropriate interventions within the resources of the Charity.
- Offering advice, support to teachers and other professionals whose work brings them into contact with bereaved children and young people. Where appropriate working in school with bereaved children and their peers.
- To ensure that support is effectively managed and well-coordinated, meeting the differing & diverse needs of the local population.
- To contribute to the delivery, and be a lead facilitator for group programmes and core activities where required.
- To coordinate, support, supervise and train volunteers working with bereaved children, young people and families as appropriate.
- To administer and participate in monitoring and evaluation of service delivery.
- To ensure that the administration and financial management of projects meet the set criteria expected by both Penhaligon's Friends and funders.

- To establish working relationships with key professionals countywide to create multi-disciplinary service provision
- Maintaining relevant databases and recording information effectively.
- To work on own initiative, managing and prioritising own workload under the direction of the Family Services Manager.
- To identify opportunities to develop & improve sustainable services for children and their families.
- To signpost young people to other relevant agencies and programmes as appropriate.
- To attend team meetings and contribute to team development.
- Updating social media and website.
- To work within the limits and boundaries of the charity.
- To deliver reports to the Board of Trustees and attend meetings as necessary.
- To undertake any other reasonable tasks delegated by the Manager.

3. PROFESSIONAL DEVELOPMENT

- To undergo Penhaligon's Friends internal training.
- To support the monitoring, evaluation and auditing of the service regularly and in accordance with funding requirements.
- To raise the personal and professional profile of the charity through presentations and publications.
- To maintain own personal development through appraisal, performance and process reviews with the Manager and Board of Trustees.
- To review and develop bereavement information provided by the service.
- To network with others who offer support services to bereaved families.

4. COMMUNICATION AND WORKING RELATIONSHIPS

The post holder will need to maintain relationships with the following people:-

- Service users
- All Penhaligon's Friends staff

- All staff in schools and early years setting, Education Psychologists, Educational Welfare Officers, statutory services working with children e.g. Children, Young People and Families Service, CAMHS team (Child and Adolescence Mental Health Service), specialist Social Work Service, Primary Health Care teams, Parents and Foster Carers
- Trustees
- Volunteers
- Other voluntary and community bodies providing bereavement services e.g. Macmillan, CRUSE, local faith groups and churches
- Local and national networks and media

5. GOVERNANCE

- To ensure the Governance of the Charity is maintained in conjunction with the Manager as follows:
- Identifying, assessing, monitoring and controlling clinical risk for example incidents and complaints.
- Adhere to and promote the Company's policies and procedures, with special attention being given to equal opportunities and Health and Safety Policies.
- To be aware of and to comply with current Safeguarding regulations.

Given the developmental nature of the service, this job description is not exhaustive and may be amended as necessary in consultation with the post holder, Manager and the Board of Trustees.