

Family Support Co-ordinator

HOME START
Cambridgeshire

Our Vision

To give every child in Cambridgeshire the best possible start in life

Our Mission

To empower parents with the skills, knowledge and emotional resilience to raise their children to flourish

Why it Matters

The early years (including pregnancy) lay the foundations for physical and mental health. Babies' brains are developing rapidly and are at their most adaptable in the earliest years of life. These years are full of challenge and opportunity, vulnerability and growth.

To give children the best start for life requires nurturing relationships, an enriching home environment, and parents who are supported to fulfil this essential role. Young children develop within the context of relationships, where strong attachments with loving caregivers underpin their early development and can act as a buffer against adversity. In particular, socio-economic factors have a stronger influence on younger children's health outcomes than those of older children, suggesting that families' circumstances are crucial in the years before school.

How Our Model Makes a Difference

When families find themselves vulnerable, stretched, or isolated, they might benefit from support to realise and build on their strengths. Our core model of volunteer-led home-visiting support, provided alongside a wide range of projects, activities, family groups, and more targeted support, allows us to work responsively with parents to meet a range of needs. The child's voice and lived experience is kept at the heart of what we do and why we do it, all underpinned by robust and responsive safeguarding practices.

Our approach and roots in Cambridgeshire's communities mean that we are particularly well placed to reach and support families facing challenges or experiencing distress, for example through poor physical or mental health, disability, poverty, isolation, bereavement, multiple births, or a relationship breakdown.

Much of our support delivery is powered by volunteers who are trained, supported, and equipped to provide practical and emotional support that's tailored to each family.

Role Profile

Job Title: Family Support Co-ordinator

Location: Hybrid working - charity office / home working / visiting families

Travel required throughout Cambridgeshire to carry out the role, with reasonable travel expenses paid in line with expenses policy

Hours of work: 12 - 16 hours per week, to be agreed with successful candidate (days to be confirmed, Friday working desirable)

Salary: £29,756.42 for 37 hr working week. Paid pro-rata for this role, based on part time contracted hours

Contract: 18 month fixed term (consideration for extension, funding dependant)

Reports to: Family Support Manager

Purpose of the job:
The Family Support Co-ordinator is responsible for managing a caseload of families with young children, from receipt of referrals to closure of the Home-Start intervention, across Cambridgeshire. The purpose of the support is to improve family wellbeing, enhance family relationships and connections, and ultimately working to achieve children experiencing the best start in life.

Context:
Home-Start Cambridgeshire supports families facing challenges in various ways: individually by training and supporting a volunteer to visit them in their home (main focus), individually by training and supporting a volunteer to deliver remote support via voice or video calls, through peer support by working with parents in a group setting, or by Family Support Co-ordinators delivering support directly to families either in person or remotely. The Family Support Coordinators work to deliver the various support types, in line with the needs of supported families and the priorities of Home-Start Cambridgeshire.

Main tasks and responsibilities of the role:

1) **General family support responsibilities**

- Implement good safeguarding practice in all areas of work and undertake designated responsibilities to safeguard and promote children's welfare, ensuring safeguarding escalation procedures are followed where required

- Contact and liaise with families and referrers to the service
- Carry out an initial visit to the family to introduce the service support types and to further assess the family's needs, including the completion of a risk assessment
- Where applicable, identify suitable volunteer(s) to support families individually or in a group setting
- Support volunteers through reflective supervision meetings, group feedback meetings and peer support sessions
- Support the journey and positive experience of volunteers, ensuring access to relevant training and development opportunities
- Ensure support to families is reviewed at regular intervals during and at the end of support, in line with monitoring requirements and using outcome measurement tools
- Maintain robust record keeping and provide reports in accordance with Home-Start Cambridgeshire requirements
- Evaluate the support and obtain feedback from families, volunteers and referrers about their experience of support
- Take part in family activities and projects as required

2) Support for families and volunteers through individual support – home visiting or remote support

- Be allocated home visiting and remote support referrals across Cambridgeshire
- Produce a focus of support plan for the family, which is appropriate to the family's needs and circumstances, including management of any identified risks
- Identify a suitable volunteer, introduce the volunteer to the family and support them throughout the family support delivery with regular supervision & by serving as their main point of contact
- Support the family directly through advocacy, signposting, and referrals on to other services
- Ensure an appropriate and successful end to the support

3) Individual support for families delivered by Co-ordinator – in-person or remote support

- To provide direct support to families when this best suits a family's needs, due to risk, or where it enables Home-Start Cambridgeshire to better manage referral/caseload numbers
- Produce a focus of support plan for the family, which is appropriate to the family's needs and circumstances, including management of any identified risks
- Support the family directly through wellbeing and practical matters, advocacy, signposting, and referrals on to other services

- Ensure an appropriate and successful end to the support

4) Support for families through group work (secondary, as required)

- Receive and evaluate referrals for groupwork
- Plan and facilitate a programme of peer support group sessions to improve family wellbeing, parenting and enhance family relationships and connections focus on school readiness and child development?
- Run or contribute to weekly Home-Start Cambridgeshire groups as agreed, ensuring a programme of relevant and engaging activities is planned, resourced, risk assessed, delivered, documented and evaluated
- Engage local organisations in contributing to the programme
- Manage volunteers allocated to the group, providing quality induction, reflective supervision, and support

5) Work in partnership

- Ensure appropriate communication and liaison with referrers and other professionals
- Attend professional meetings as required, ensuring the submission and presentation of any required reports; contribute to decision making and planned outcomes from meeting
- Build and maintain strong links with statutory children's centres, maternity, health visiting and mental health services
- Refer families on to other agencies as appropriate

6) Commitment to the profile, policies and working systems of Home-Start Cambridgeshire

- Ensure children are safeguarded and to follow Home-Start Safeguarding procedures, including relevant escalation as appropriate
- Maintain high standards of practice in supporting families within the ethos of Home-Start, ensuring a process of continuous improvement in all aspects of the work
- Contribute to the effective day-to-day operation of the organisation in accordance with the Home-Start Governing documents, Standards and Methods of Practice, Home-Start Agreement and Quality Assurance Standards
- Support general office duties to ensure consistency and efficiency
- Ensure inclusion and diversity in all aspects of the scheme's operation and work
- Promote the organisation, its profile, ethos and practice
- Work co-operatively to ensure the effective management, development and future funding of the organisation

- Support the implementation and updating of monitoring and evaluation systems
- Assist in the production of project reports as and when required
- Attend meetings as required (including from time to time outside of normal working hours)
- Working to the scheme's supervision and appraisal practices including identification of own development and training needs
- Undertake training as required, to enhance the Co-ordinator role including regular safeguarding updates

Key relationships:

- Staff team
- Referrers and professionals
- Trustees
- Volunteers
- Parents and children

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

This post is subject to an enhanced DBS check and requires the ability to travel efficiently around Cambridgeshire (including rural locations).

This job description is current as at November 2026

Person Specification

Essential -

Education and qualifications:

- A good standard of education – 5 GCSE's, NVQ level 3 or equivalent
- A commitment to personal continuing professional development

Supporting families:

- Relevant previous or current employment (or voluntary work), including working with families
- Ability to successfully manage a support caseload
- Understanding of the issues and challenges facing the parents of young children
- Strong safeguarding awareness and experience
- Knowledge of current legislation and policies relating to children and families

Managing others:

- Ability to supervise and manage volunteers
- Ability to deliver training
- Ability to work as part of a team

Working in partnership

- Experience of multi-agency working
- Knowledge of other agencies providing services for children and families
- Relationship management skills

Working with others:

- Ability to work as part of a supportive and effective team
- Excellent written and oral communication skills
- Ability to liaise and work with a wide variety of individuals and organisations

Working within the organisation:

- Ability to collate and process data and prepare reports
- Commitment to working in an environment that prioritises good safeguarding practice
- Experience of processing and collating information

Self-management/personal attributes:

- Positive and creative approach to tackling tasks

- Effective interpersonal skills
- Understanding the need for professional confidentiality
- Good organisational skills and an ability to prioritise tasks
- Flexible and calm under pressure
- Comfortable managing difficult conversations and delicate subject matters
- Ability to work to deadlines
- Ability to write accurate and concise records
- Resilience in the face of setbacks
- Knowledge of and commitment to issues of equality, diversity and inclusion
- Appreciation of when and how to seek personal support

General:

- Eligibility to work in the UK
- Understanding the nature of Home-Start's work with families and young children
- Ability to travel efficiently around Cambridgeshire

Desirable -

- Relevant professional training
- An understanding of the voluntary sector and experience of working with volunteers
- Knowledge of selection procedures for volunteers and of how to retain volunteers
- Promotional skills
- Presentation skills
- Negotiating skills

Inclusion Matters

At Home-Start Cambridgeshire, we believe that equality, diversity, and inclusion are fundamental to achieving our purpose.

We are committed to fostering an inclusive environment where everyone, regardless of background, identity, or circumstance, can thrive, contribute, and feel valued.

We encourage applications from all parts of the community irrespective of gender, race, colour, age, sexual orientation or disability.

Appointments will be based on merit, following an open and fair selection process.

Next Steps

We hope you will consider making an application for this role.

An application form can be requested by emailing *office@homestartcambridgeshire.co.uk* or by downloading from our website www.homestartcambridgeshire.co.uk.

Closing date: Monday 11th January 2027

A standardised scoring system is used for shortlisting candidates.

If written format is not your preferred method of communication, we can offer alternatives, e.g. voice note or video recording. Simply contact us to discuss the options available, and how we can make the recruitment process more accessible.



Home-Start Cambridgeshire
F103/F104 Upper Pendrill Court
Ermine Street North
Papworth Everard
Cambridgeshire, CB23 3UY
T: 01480 700242
E: office@homestartcambridgeshire.co.uk
W: homestartcambridgeshire.co.uk

Charity Number: 1106007