

Family Support & Group Coordinator
Job description



Contract period:	Permanent
Place of work:	Home-Start Elmbridge, Walton-on-Thames
Hours:	25 hours per week
Salary:	£31,000 FTE
Holiday:	32 days annual leave inclusive of bank holidays, rising to 37 after 5 years' service
Benefits:	Company pension scheme; mobile phone and laptop provided for business use
Responsible to:	Director of Services
Responsible for:	No direct reports
Required:	Enhanced DBS check; Full, clean UK driving license

Background

Home-Start is one of the UK's leading family support charities. Our ethos is to help parents build better lives and better futures for their children. At Home-Start Elmbridge we do this by recruiting and training local parent volunteers to offer practical and emotional support to families in their own homes. We also have dedicated Carer Support Co-ordinators who support families with illness, disability or additional needs and we offer other types of support such as crisis support and counselling.

Job purpose

To be part of a team of Family Support Co-ordinators working to support referred families with young children and the volunteers who work with them either through individual or peer support. The purpose of the support is to improve family wellbeing and enhance family relationships and connections.

Key responsibilities

1. Working as part of the Home-Start Elmbridge team

- Contribute to team discussions on families referred to Home-Start Elmbridge, deciding the most appropriate form of support for each family.
- Take part in recruiting, selecting and training suitable volunteers.
- Contribute as required to the delivery of the Home-Start preparation course for volunteers.
- Provide support and ongoing training opportunities for volunteers.
- Take part in family activities and projects as required.

2. General family support responsibilities

- Implement good safeguarding practice in all areas of work and undertake designated responsibilities to safeguard and promote children's welfare.
- Contact and liaise with families and referrers to the service.
- Carry out an initial visit to the family to introduce the service (group or home visiting) and to further assess the family's needs.
- Identify suitable volunteer(s) to support families individually or in a group setting.
- Support volunteers through supervision/group feedback meetings.
- Ensure group or home visiting 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 records and provide reports in accordance with Home-Start Elmbridge requirements.
- Evaluate the support and get feedback from families and volunteers about their experience of the support.

3. Support for families and volunteers through home visiting

- Be allocated home visiting referrals across Elmbridge.
- Make a home visiting focus of support plan for the family which is appropriate to the family's needs and circumstances.
- Identify a suitable volunteer, introduce the volunteer to the family and support them through regular supervision.
- Support the family directly through advocacy, signposting, and referrals on to other services.
- Ensure an appropriate end to the placement.

4. Support families through group work

- Receive and evaluate referrals for group work.
- Plan and facilitate a programme of peer support groups to improve family wellbeing, parenting and enhance family relationships and connections.
- Run weekly Home-Start Elmbridge 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 induction, supervision, and support.

5. Working in partnership

- Ensure appropriate communication and liaison and referrers and other professionals.
- Build and maintain strong links with statutory children's services, health visiting and mental health services.

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- Network within the community to promote Home-Start Elmbridge's work.
- Refer families on to other agencies as appropriate.
- Attend relevant meetings as required.
- Undertake training as required.

6. Commitment to the profile, policies and working systems of Home-Start Elmbridge.

- Responsible for safeguarding and promoting children's welfare at all times.
- Contribute to raising the profile of Home-Start Elmbridge across Elmbridge.
- Comply with Home-Start Elmbridge's policies and procedures in all aspects of work.
- Comply with Home-Start Elmbridge's administrative, monitoring and financial systems.
- Proactively support and develop Home-Start Elmbridge's commitment to equalities and inclusion.
- Undertake work as directed by the Director of Services to support the strategic management, development and future funding of Home-Start Elmbridge.

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.

The post is subject to an enhanced DBS check and requires the ability to travel efficiently around Elmbridge.

The job description is current as of July 2026.