

**Family Support Coordinator**

**ESSENTIAL**

**Education & Employment**

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

**Supporting Families**

- A minimum of two years' experience of supporting parents and young children in a paid or voluntary capacity and understanding their needs
- Experience of the issues and challenges facing the parents of young children
- Knowledge and experience of managing safeguarding issues
- Knowledge of current legislation and policies relating to children and families

**Managing Others**

- Ability to supervise and manage volunteers
- Ability to develop and deliver training – in particular, the Preparation Course for Volunteers
- Ability to work as part of a team

**Working in Partnership**

- Knowledge of other agencies providing services for children and families
- Promotional skills
- Presentation skills

**Self-Management/Personal attributes**

- A positive and creative approach to tackling tasks
- Good organisational skills and an ability to prioritise tasks
- Understanding of the need for professional confidentiality
- Knowledge of and commitment to equal opportunities, inclusion and anti-discriminatory practice
  - Good interpersonal skills
  - Good written and verbal communication skills
  - Ability to write accurate and concise records

**Special requirements**

- Eligibility to work in the UK
- A full driving licence and access to a vehicle or access to another effective mode of transport
  - Willingness to access the necessary training required
  - Able to work flexibly, occasional evening or weekend work

**Family Support & Group Coordinator  
Person Specification**



**DESIRABLE**

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

The job description is current as of March 2026