Families & Communities Support 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 work as part of a team of Family Support Co-ordinators, providing support to referred families with young children and the volunteers who work alongside them. This includes delivering one-to-one and peer support, as well as engaging with families within their local communities. The role aims to improve family wellbeing, strengthen family relationships and social connections, and enhance financial resilience through the provision of energy advice, budgeting support, and assistance with CAP (Christians Against Poverty) services.

Key responsibilities

1. **Working as part of the Home-Start Elmbridge team**
    - Contribute to team discussions regarding families referred to Home-Start Elmbridge, helping to determine the most appropriate form of support for each family.
    - Participate in the recruitment, selection, and training of suitable volunteers.

- Contribute to the delivery of the Home-Start Preparation Course for volunteers as required.
- Provide ongoing support, supervision, and development opportunities for volunteers.
- Support the planning and delivery of family activities, groups, and projects.
- Work within the community to engage and support families across Elmbridge.
- Provide practical and emotional support to families through home visits, group work, and community-based activities.
- Support families to improve their wellbeing, strengthen relationships, and build social connections.
- Provide energy and money advice to help families improve their financial resilience, including budgeting support, signposting, and referrals to specialist services such as CAP (Christians Against Poverty).
- Develop and maintain effective partnerships with local organisations and services to ensure families can access appropriate support.

2. General family support responsibilities

- Implement good safeguarding practice in all areas of work and undertake designated responsibilities to safeguard and promote the welfare of children and families.
- Liaise with referred families and professionals, maintaining effective communication with referrers and other relevant agencies.
- Provide support to families within local community settings, including children's centres, family hubs, and community venues across Elmbridge.
- Conduct initial assessments and visits with families to introduce the service, identify strengths and needs, and agree appropriate support.
- Match families with suitable volunteers for one-to-one home visiting, peer support, or group-based support.
- Recruit, select, train, and support volunteers in line with Home-Start policies and procedures.
- Provide regular supervision, guidance, and group support sessions for volunteers.
- Facilitate and support family groups, activities, and community-based projects.
- Deliver practical and emotional support to families to improve wellbeing, strengthen family relationships, and reduce isolation.
- Provide energy and money advice to help families build financial resilience, including budgeting support, signposting, and referrals to specialist services such as Christians Against Poverty (CAP).
- Review family support at regular intervals and at the conclusion of support, using agreed outcome measurement tools and monitoring processes.
- Maintain accurate and confidential records, case notes, and reports in accordance with Home-Start Elmbridge policies and funding requirements.
- Gather feedback from families and volunteers to evaluate the effectiveness and impact of support provided.

- Work collaboratively with colleagues and partner organisations to ensure families can access appropriate services and opportunities within the local community.
- Contribute to team meetings, case discussions, service development, and continuous improvement activities.

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, assess, and evaluate referrals for group-based support services.
- Plan, coordinate, and facilitate a programme of peer support groups designed to improve family wellbeing, enhance parenting confidence, and strengthen family relationships and social connections.
- Organise and deliver Home-Start Elmbridge groups and activities, ensuring that sessions are appropriately planned, resourced, risk assessed, documented, monitored, and evaluated.
- Work within communities across Elmbridge to engage, support, and empower families with young children.
- Build and maintain positive relationships with local organisations, community groups, and partner agencies, encouraging their involvement and contribution to group programmes and activities.
- Recruit, induct, supervise, and support volunteers assigned to group activities, ensuring they feel confident and valued in their role.
- Create welcoming, inclusive, and safe environments where families can access support, develop networks, and reduce isolation.
- Identify the needs of families attending groups and provide appropriate advice, guidance, signposting, and referrals to additional services where required.
- Promote family wellbeing, financial resilience, and community engagement through group activities, peer support, energy advice, and access to relevant local resources.
- Gather feedback from families, volunteers, and partner organisations to evaluate the effectiveness and impact of group programmes and support continuous service improvement.
- Maintain accurate records and reports in line with Home-Start Elmbridge policies, procedures, and monitoring requirements.

5. Working in partnership

- Ensure effective communication and liaison with families, referrers, and other professionals involved in supporting children and families.
- Develop and maintain positive working relationships with statutory, voluntary, and community organisations to ensure families receive coordinated and appropriate support.
- Build and maintain strong links with children's services, health visiting teams, mental health services, schools, family hubs, and other relevant agencies.
- Work collaboratively with partner organisations to support families' wellbeing, strengthen family resilience, and improve access to local services.
- Promote Home-Start Elmbridge within the local community through networking, partnership working, and community engagement activities.
- Signpost and refer families to appropriate specialist services, including financial, housing, health, wellbeing, and family support services.
- Attend professional meetings, multi-agency meetings, team meetings, and training events as required.
- Contribute to information sharing and joint working in accordance with safeguarding, confidentiality, and data protection requirements.
- Keep up to date with local services, community resources, and developments affecting families within Elmbridge.
- Undertake training and continuous professional development to maintain and enhance knowledge, skills, and professional practice.
- Represent Home-Start Elmbridge in a professional manner, promoting its values, aims, and services at all times.

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

- Be responsible for safeguarding and promoting the welfare of children and young people at all times, ensuring that safeguarding policies and procedures are consistently followed.
- Contribute to raising the profile and reputation of Home-Start Elmbridge throughout the local community, promoting its services and impact to families, partners, and stakeholders.
- Comply with all Home-Start Elmbridge policies, procedures, and standards in all aspects of work.
- Adhere to Home-Start Elmbridge's administrative, monitoring, recording, and financial systems, ensuring accurate and timely documentation.
- Actively support and promote Home-Start Elmbridge's commitment to equality, diversity, inclusion, and anti-discriminatory practice, ensuring services are accessible and responsive to the needs of all families.
- Contribute to the collection of monitoring, evaluation, and impact information required for funding and reporting purposes.
- Support fundraising activities, community engagement initiatives, and projects that contribute to the sustainability and growth of Home-Start Elmbridge.

- Undertake additional duties as directed by the Director of Services that contribute to the strategic management, development, and future funding of Home-Start Elmbridge.
- Work collaboratively with colleagues, volunteers, trustees, and partner organisations to achieve organisational objectives and deliver high-quality support to families.
- Represent Home-Start Elmbridge professionally at meetings, events, and community activities, acting as an ambassador for the organisation's values and mission.

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 October 2026.