Families & Communities 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

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 Person Specification is current as of October 2026