



Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults

JOB SPECIFICATION

Title:	Housing Support Coordinator
Employer:	Home-Start Cymru
Salary:	£22,047 - £23,785 FTE (pro rata)
Hours:	37 hours a week
Location:	Caerphilly Borough. The role will be home based hybrid working with hot desking at the office hub.
Responsible to:	Locality Manager
Responsible for:	A caseload of families

Home-Start Cymru

Children need happy, healthy homes in order to thrive. Being a parent of young children is challenging at the best of times. Families face more pressures than ever, with many parents finding the practical and emotional demands overwhelming. That is when Home-Start Cymru can help. A carefully selected volunteer visits regularly to offer emotional and practical support.

Home-Start Cymru works with families with young children through a volunteer-led, home-visiting model of support. We combine the strengths of our network of community-based volunteers across Wales with our professional expertise in the early years. We are there for parents when they need us most, because childhood cannot wait.

Our volunteers are drawn from the communities in which they support, and the work we do not only helps parents and children, but makes a vital difference to strengthening communities.

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JOB DESCRIPTION

Purpose of the Role

The Housing Support Coordinator will work closely with the Locality Manager to appropriately manage a caseload of referred families. They will be responsible for the assessing, reviewing and delivering direct support. Families will be referred for housing related and financial support, alongside their emotional wellbeing.

Job Summary:

- To contribute to the effective day to day operation of the scheme in accordance with Home-Start Cymru's policies and procedures, official guidance and standards.
- To maintain high standards of practice in supporting families within the Home-Start model.
- To ensure equality of opportunity, fairness and diversity in all aspects of work.
- Implement and adhere to good safeguarding practice in all areas of work.

Key Responsibilities

Support for families

- Receiving referrals and assessing needs of families.
- Ensuring all relevant documentation regarding the family's journey is recorded appropriately.
- Ensuring support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance.
- Documenting the reviews and closures of families in accordance with Home-Start Cymru's policies.
- To undertake designated responsibilities to safeguard and promote children's welfare.
- To coordinate and support on additional complementary support if applicable e.g. groups
- Support families with housing related issues
- Support families to access financial advice and guidance

Working in Partnership

- Ensuring appropriate liaison with referrers and other professionals.
- Attend multi-agency meetings when necessary or requested to do so.
- Promote the organisation, its profile, ethos and practice through presentations and participation in meetings, networking and local/regional events.
- Contribute to the development of Home-Start locally, regionally and nationally.
- Monitor outcomes in line with Supporting People outcomes framework

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Additional duties

- To meet regularly with the management team, and participate in other relevant internal meetings.
- Work co-operatively with the Locality Manager and staff members to ensure project activities are delivered and targets/outcomes are met in line with funder's requirements.
- Work to the organisation's administration, including providing data and statistical information for reports.
- Any other additional duties that fall within the nature of the role and responsibilities of the post as detailed above.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications		
'A' levels/NVQ - equivalents	√	
Experience		
People management and development experience	√	
Demonstrable experience of working with families and volunteers	√	
Ability to work on own initiative;	√	
Ability to communicate, negotiate and influence;	√	
Ability to work as a member of a team;	√	
Strong administrative skills;	√	
Ability to inspire trust.	√	
Aware of and sensitive to equal opportunities issues	√	
Passion for working in the voluntary sector		√
Ability to engage with people through digital platforms		√
Relevant experience of housing and benefit knowledge		√
Essential Skills and Attributes		
Empathic, calm and non-confrontational	√	
Energy, enthusiasm, flexibility, commitment, integrity, motivated	√	
Commitment to work in a non-judgemental and anti-discriminatory way	√	
Commitment to Home-Start Cymru's vision, mission and purpose	√	
Commitment to personal and career development	√	
Car driver with current licence, business use motor insurance, and use of road-worthy vehicle	√	
Evidence of training adults	√	
Skills and Knowledge		
A commitment to modelling the behaviours which exemplify the values of the organisation	√	
An excellent understanding of the Voluntary Sector and Local Authority structures	√	

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Understanding of the Family Support and Children's Services Sector in Wales	√	
Excellent communication and presentation skills, both written and orally, able to adapt style in various situations and with a range of audiences, considering the differing needs of people	√	
Excellent interpersonal skills, able to identify, establish and nurture productive internal and external relationships, partnerships and networks	√	
Good oral and written bilingual (Welsh/English) communication skills (essential/desirable depending on location)		√
Other		
Understanding of the management of information technology in the workplace	√	
Demonstrable commitment to the values and principles of the UNCRC	√	
Demonstrable understanding of and commitment to equality and diversity, health and safety and safeguarding	√	
A flexible approach to work, with the willingness to work some evening or weekend work and occasional residential training	√	