



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

### **JOB SPECIFICATION**

<b>Title:</b>	Housing Support Coordinator
<b>Employer:</b>	Home-Start Cymru
<b>Salary:</b>	£22,047 FTE (pro rata)
<b>Hours:</b>	21 hours a week
<b>Location:</b>	Caerphilly Borough. The role will be home based hybrid working with hot desking at the office hub in Pontypridd. Home-Start is currently working under restricted conditions due to Covid-19, therefore remote working may be required upon appointment to the role if the restrictions remain in place.
<b>Responsible to:</b>	Locality Manager
<b>Responsible for:</b>	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.

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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
<b>Education and Qualifications</b>		
'A' levels/NVQ - equivalents	√	
<b>Experience</b>		
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		√
<b>Essential Skills and Attributes</b>		
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	√	
<b>Skills and Knowledge</b>		
A commitment to modelling the behaviours which exemplify the values of the organisation	√	

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An excellent understanding of the Voluntary Sector and Local Authority structures	√	
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)		√
<b>Other</b>		
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	√	

## ADDITIONAL INFORMATION

### Making an Application

You can apply for this role by returning your Expression of Interest and CV to Meirwen Jones Head of Operations at [mjones@homestartcymru.org.uk](mailto:mjones@homestartcymru.org.uk)

After carefully reading the above Job Description and Person Specification, your letter should explain your motivation for applying and why you believe you are suitable for this role, **giving particular attention to any relevant education and qualifications, experience, skills and knowledge**. You are also welcome to include any additional information you believe may be advantageous to your application.

Where applicable, your CV should outline your:

- personal details (name, address, contact number and/or email)
- education and qualifications
- membership of professional bodies
- current role
- previous roles



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- relevant experiences
- name, address and email of two referees: your most recent employer and someone whom can provide a character reference

If you wish to have an informal conversation regarding this role, please contact Meirwen Jones at [mjones@homestartcymru.org.uk](mailto:mjones@homestartcymru.org.uk)

### **Closing Date**

The closing date for applications is **5pm Tuesday 24<sup>th</sup> May 2022**

Interviews will be held remotely on **Monday 30<sup>th</sup> May 2022**

### **Equality and Diversity Policy**

Please contact us should you require a copy of our Equality and Diversity Policy by emailing: [mjones@homestartcymru.org.uk](mailto:mjones@homestartcymru.org.uk)