HOME START
Southwark & Lewisham

Family Support Coordinator

Candidate Application Pack

About Us

Home-Start Southwark and Lewisham has been providing targeted early intervention for vulnerable children and families for 30 years in Southwark, and 5 years in Lewisham.

Our Mission

We provide emotional and practical support to families who are having difficulties managing parenting for a variety of different reasons. We help the parents to create happier lives for their children.

Our Approach

Most parents would agree that being a parent, wherever you live, whatever your circumstances, isn't always easy. Combine that with additional pressures such as illness or financial worries, and without the support of family and friends, the pressures can seem overwhelming. Our approach is simple, but it works! We provide trained volunteers to help any parent, with at least one child under five, who is finding it hard to cope.

2024/2025 Performance

We supported

285

Families

of which

144 Parent &

234 Children

in **Lewisham**

including

370

Parents and

522

Children

We supported

83

Active Volunteers
who provided...

10,200 hrs
of family
support

What We Do

Home-Start Southwark and Lewisham works with families who are pregnant or have children under 5. Our core work is to provide weekly support from a trained peer volunteer or worker empowering families to make changes to improve their lives. The way we support families has relationships at its core – we believe, and our work proves, that the confidence and resilience gained by having someone standing alongside you offering encouragement and support, can make a huge difference to parents and children. Being a parent is difficult regardless of circumstances and many of our families are facing several additional challenges.

Our work is shaped by and responsive to the needs of the community we serve. It includes home visiting and providing a range of focused programmes, such as our current projects: Bump to Babe, Big Hopes Big Future, Being Together and Making it REAL.

Families start their journey with a referral, and then meet one of the Family Support team to discuss their strengths, areas for support and agree what they would like to work on with us. This really varies, and can include support with early learning, play, accessing services and activities in the community, emotional support to build confidence and resilience, and help with form-filling and budgeting.

A family is then matched with a carefully selected volunteer or worker who visits them for around two hours a week. Depending on the families needs and the projects and activities we're working on together, this could be for 6-9 months, or shorter more targeted work. The support is reviewed regularly, and adapted based on the family' evolving circumstances. Parents tell us that support from Home-Start is different from other services, that they feel they can be open and are not judged.

About The Role

Job title: Family Support Coordinator
Location: You will be working across the boroughs of Southwark and Lewisham with an office base in SE1. The expectation is that you will be able to work from the office, directly with families in their homes, or in the community according to your agreed working pattern and service needs.
Application deadline: Wednesday 14th October 2026, midnight
Interview date: 22nd October 2026 (please let us know on applying if you cannot be available on this date)
Start date: TBC
Salary: £31,000 - £33,000 pro rata, depending on experience
Contract type: 18 months fixed term
Hours of work: 36 hours per week

This is an exciting role where you will be able to work closely with our volunteers to deliver professional peer support for struggling families. You will also work directly with some families with a range of complex needs to support them to achieve the best outcomes they can. We support families from pregnancy through to age five

Our ambition is to continue to develop outstanding services that meet the needs of our community; if you want to be part of our future, we would love to meet you to discuss this further. For an informal discussion about this opportunity, please email info@homestartsouthwark.org.uk including your mobile number and best times to call and either Becca Jones or Yvette Dow will be in touch.

About You

- You are someone that people warm to recognising you as a trusted and capable professional
- You are a child focused, reflective practitioner able solve problems and able to deal with a fast-changing environment
- You have experience of implementing early intervention and prevention strategies with children & families including with families where there are complex safeguarding concerns
- You are skilled in building strong relationships with parents, volunteers and multi-agency partners
- You can work proactively with volunteers supporting their practice and enabling their development
- You are determined, resourceful and competent to deliver the best outcomes for children and families

Please apply with the application form on our website. We are interested in your lived experience as well as any voluntary or employed positions you have held.

Please send your application documents to
info@homestartsouthwark.org.uk

Job Description

Job title: Family Support Coordinator (FSC)
Employer: Home-Start Southwark and Lewisham
Vision: Home-Start believes every parent should have the support they need to give their children the best possible start in life.
Responsible to: Team Manager of Family Services
Responsible for: Providing targeted, specialised support to parents with at least one child under 5, but with a whole family approach. The post carries a high level of responsibility in ensuring that a quality service is offered to families through a team of trained volunteers.

Duties and Key Responsibilities

Main Responsibilities:

- To contribute to the effective day to day operation of Home-Start Southwark and Lewisham in accordance with our mission and values.
- To work in partnership with the colleagues, our volunteers, the local community, voluntary and statutory agencies to meet the needs of local families developing creative solutions to complex problems.
- To deliver high standards of practice in supporting families within the Home-Start
- model.
- To bring to life the key principles of diversity, inclusivity and fairness in all aspects of Home-Start Southwark and Lewisham's work.
- Through training and supervision, to empower and inspire our volunteers to provide the
- best possible support to families.
- To work collaboratively and supportively with colleagues to share good practice and learning, identify new opportunities to work differently and to celebrate success.
- Implement best safeguarding practice in all areas of work, promoting this with volunteers and families.

Job Description
continued

Support for Families:

- To work collaboratively with families to assess their needs and on an ongoing basis to provide direct support to more complex families, and oversight and support to volunteers working with families. This may include signposting and/or referring families to other services when appropriate.
- To ensure support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance.
- To work in partnership with parents and carers to strengthen their parenting capacity to improve their child/ren's life chances.
- To understand, comply and promote safeguarding procedures and take immediate and prompt action to safeguard children in line with Home-Start Southwark and Lewisham policies and procedures.
- To track progress and maintain accurate records on the Charity log database system.
- To contribute to organisational learning and forward planning by providing evidence, case studies and group evaluations.
- To contribute to the provision of social events and day trips for Home-Start families.

Managing Volunteers:

- To effectively co- deliver the Home-Start Southwark and Lewisham preparation course for potential volunteers, assessing suitability, reviewing progress and giving feedback throughout.
- To match and introduce volunteers to families providing ongoing advice and support as necessary.
- To provide effective support and supervision to volunteers on a one-to-one and group basis and to contribute to the provision of an on-going, rolling programme of training for established volunteers.
- To participate in support groups and social events for volunteers.

Job Description
continued

Working in Partnership:

- To develop good working relationships with a range of referrers and other professionals, including health, education and social care professionals and to take all opportunities to talk about the work of Home-Start Southwark and Lewisham and the impact we have.
- To follow the Local Authority's Safeguarding procedures and fulfil requirements for inter-agency information sharing.
- To network and consult with the local community and local agencies, ensuring needs and ideas are captured and shared with the team
- To take on the role of Lead Professional and carry out duties linked to this role when needed.
- To take responsibility for the implementation of own Personal Development Plan and continued professional development and to contribute positively to the Home-Start Southwark and Lewisham performance management process.

This post may involve evening or week-end work, so a flexible approach is essential. 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.

We are an equal opportunities employer and welcome applications from all sections of the community. Southwark and Lewisham are diverse boroughs and we particularly welcome applicants from global majority ethnicities, and those who speak additional languages.

The role is subject to appropriate proof of right to work in the UK.

Home-Start Southwark and Lewisham takes very seriously the duty of care to safeguard and promote the welfare of children and is committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice. Our safeguarding policy recognises that the welfare and interests of children are paramount in all circumstances. All roles at Home-Start Southwark and Lewisham are subject to an enhanced DBS Check.

Person Specification

Competencies and Behaviour

Collaborative working:

Team working and respectful, positive relationships are integral to the way Home-Start Southwark and Lewisham operates. We want people to:

- Work constructively and collaboratively with a diverse team of colleagues, sharing knowledge and learning and suggesting creative ideas for how things might be done differently
- Offer help and support to others
- Speak up in team meetings and one to ones, sharing feedback and honest views in a constructive way

Professional pride:

We know it is important that we take personal and collective pride in the work we do so that we are always doing the best we can for our volunteers, families and each other. This will be evidenced through:

- A strong, professional desire to make a positive difference to the families and volunteers we work with and deliver outcomes that further our mission and aims
- Celebrating our achievements and the achievements of others
- Talking positively about Hoe-Start Southwark and Lewisham in a range of different environments
- Setting high standards for ourselves and others and being honest when those standards haven't been met
- Learning from our mistakes or times when something should have been done differently

Equality, diversity and inclusion:

Home-Start Southwark and Lewisham sees difference in people as a strength and something to be celebrated. We want people to:

- Always be respectful in their interactions with others
- Ask others what they want or need rather than tell them what is best
- Understand how to integrate diversity, inclusivity and non-discriminatory practice into everything we do as an organisation
- Consider where different treatment is appropriate and be confident enough to justify it

Person Specification
continued

Communication:

Good communication is at the heart of everything we do. It is something we all need to do well every day and so Home-Start Southwark and Lewisham wants people to:

- Communicate persuasively and clearly, verbally and in writing, with a wide range of audiences including families, volunteers, colleagues, trustees and partners
- Take care to tailor what we are saying and how we are saying it so it is relevant for the different audiences we are communicating with
- Ask for clarification if there is ambiguity about what someone has said or asked for
- Respond to people promptly so that we demonstrate that we care about their communication with us
- Check that messages have been received and understood

Flexibility and resilience:

Change is an ongoing feature of working life. At Home-Start Southwark and Lewisham we always want to evolve the ways we work so that we maximise the potential of all of our team, make work interesting and flexible and deliver the best possible outcomes. To achieve this we want people to:

- React positively to change and suggest new ways of working
- Be honest about concerns but seek to find solutions
- Be willing to work differently or take on new activities where that is appropriate to their role
- Take personal responsibility for managing their work/life balance and ask for help if this is difficult

IT and digital:

In a digital age, Home-Start Southwark and Lewisham wants to maximise the potential of technology to enhance the effectiveness of the organisation. We want people to:

- Use the technology provided to record activities and promote and deliver services
- Build their confidence in using new hardware, software and applications
- Share their knowledge with others so that we can all benefit
- Identify training or development needs as appropriate

Southwark & Lewisham

To visit our website, please scan the code

www.homestartsouthwark.org.uk

Follow us!

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