

JOB DESCRIPTION

FAMILY SUPPORT LEAD



KEY INFORMATION

Salary	NJC18 - £30,559.00 per annum Fixed term to 31 st March 2027 (dependent on funding)
Hours	37.5 hours per week, Monday to Friday (Open to compressed or reduced hours)
Reporting to	Centre Manager
Holidays	33 days (including bank holidays) per annum
Location	The Sutton Centre, 51 Kyffin Place, Bradford, BD4 8NB (including some local travel and off-site events)

WHO WE ARE

Kyffin Place Community Centre was established in 2018 to run the Sutton Centre, owned by Clarion Housing Group. We now provide space for hire and deliver multiple projects over two sites which enable us to fulfill our mission and aims outlined below.

Our mission is: **Supporting Healthy Community**

Our aims are: **Improving Health, Increasing Wealth and Building Community**

This is all underpinned in our values which are: **Open, Safe, Accessible, Relational**

MAIN AIMS OF THE ROLE

- Champion and demonstrate a commitment to the pursuit of Kyffin Place Community Centre's mission and values.
- To support local families with pre-school and primary-aged children, engaging with them and encouraging them to access the centre through targeted sessions.
- To coordinate and deliver a programme that:
 - Provides training and support for parents/carers in aspects of family life and education (such as small groups for parents without children).
 - Champions the importance of early years development.
 - Promotes the well-being of children and families.
 - Offers structured and targeted support to families and referrals to relevant services, if required.
 - Supporting families and carers with SEN children and providing information about additional support available from local council and local service providers.
- Promoting the Centre in a local community, making connections with community groups in an area (e.g., updating the social media Facebook page, dropping leaflets, and inviting families to join sessions in different settings).

KEY DUTIES AND RESPONSIBILITIES

HOME Project Leadership

- Responsible for The Home Project, including the staff and volunteers working alongside you, taking an active role in staff development and recruiting and training volunteers.
- Support parents and carers in developing their parenting skills, providing space and opportunity for them to share their experiences e.g. groups for families without children, cooking groups, and local walks to promote the area.
- Support and encourage involvement of families, parents and children in appropriate groups, responding flexibly to the needs of families.
- Offer one-to-one support as appropriate, e.g. nutritional support and advice, sleep routines, and challenging behaviour.

- Provide an engaging environment for early years at the Sutton and Holme Centres, including setting up sessions such as stay and play, cook and eat, and community garden.
- Establish positive and meaningful relationships with families, providing support and encouragement.
- Identify and respond to the needs of local families.
- Coordinate with external family support services organisations and invite them to the Centres to increase the knowledge of accessible help for families
- Engaging with local groups like Valley Project and Holme in a Wood
- Send a monthly highlight report to the Centre Manager on all aspects of the family work and at any other time as required by the trustees or funding partners.
- To undertake every opportunity to promote a positive image of The Sutton Centre and the HOME Project.
- To show our organisational values, to always be a positive role model and set standards for other members of staff to follow.

Operations

- Design and deliver a programme of work in the local area that complements existing provision and focuses on areas that need further development, including families feedback.
- Attend training courses relevant to the delivery of services.
- Stay abreast of good practice in children and preschool work and pass on skills and lessons learnt.
- Ensure that the charity's health and safety, equal opportunities, child protection and vulnerable adults' safeguarding policies are adhered to in all aspects of the HOME Project activities.
- Attend local forums/meetings, and meet with funders to share the work we do.
- In discussion with the Centre Manager, work alongside the wider centre projects to ensure a joined-up approach across the whole organisation.
- Ensure that the HOME Project meets the requirements in terms of achieving objectives and targets, in line with the grant agreements.
- Ensuring delivery is high quality and value for money across all services and measuring this through an ongoing monitoring system.
- When required, provide cover and assistance for other staff across all areas where Kyffin Place Community Centre operates. This cover may extend to service delivery, attending meetings, conferences, workshops, and events if required.

Administration & Finance

- To support the Centre Manager and finance team monitoring expenditure against the HOME Project budgets, whilst supporting future financial planning.
- Keep logs of incidents/information pertaining to all sessions.
- Maintain records pertaining to children's progress where required.
- Recognise and respond to safeguarding concerns, ensuring they are escalated appropriately.
- Updating health and safety documents and risk assessments and ensuring records are kept up to date.
- Support the Centre Manager in producing regular internal reports, KPIs and project updates for funders and trustees.

General Responsibilities

- Contribute to creating a positive working and learning environment.
- Any other matters referred to by the Centre Manager for specific attention.
- Attend a monthly (or other agreed frequency) 1-1 meeting and annual appraisal with your line manager to support you in fulfilling your duties and responsibilities and in reviewing your progress against set objectives.
- Identify and attend training that will support you in fulfilling your duties and responsibilities and professional development and in ensuring that Kyffin Place Community Centre meets legal and best practice standards.
- To contribute to Kyffin Place Community Centre's main operations through engaging with the local community.
- Follow all Kyffin Place Community Centre policies and procedures and terms of your contract.
- Undertake any other reasonable duties that support the fulfilment of the main aims of this post and the ongoing development of Kyffin Place Community Centre.
- Contribute to improving practice across the whole organisation across multiple sites.
- Being flexible to support the team, such as covering another team members' tasks during their

absence when necessary.

- Follow all Kyffin Place Community Centre policies and procedures and terms of your contract.
- Undertake any other duties that support the fulfilment of this post and the ongoing development of Kyffin Place Community Centre.
- Attend and contribute to staff meetings as appropriate.
- Attend staff meetings, staff away days and retreats

Person Specification

SKILLS AND ABILITIES	Desirable	Essential
Present written information in a structured and balanced way appropriate to the needs of the reader		E
Confidentiality and professional boundaries		E
Work on own initiative with minimum supervision and is able to form and maintain good working relationships at all levels.		E
Good networking skills and capable of planning, organising and prioritising own workload		E
Ability to bring coordination to a project		E
Ability to manage workload effectively		E
Microsoft applications (Outlook, Word, Excel, PowerPoint and SharePoint)		E
CRM Systems and logging information accurately	D	
Ability to lead on own personal development		E
A full UK driving licence	D	
QUALIFICATIONS		
GCSE English and Maths or equivalent		E
Level 3 or significant experience		E
Level 4 (completed or in progress)	D	
EXPERIENCE		
Experience of Community work experience in a voluntary sector or health or care setting		E
Working with families and carers, including children with complex needs or who require SEN support		E
Experience of managing and motivating volunteers.	D	
Writing Health and safety policies and risk assessments	D	
KNOWLEDGE		
Knowledge of The Children Act 2004	D	
Knowledge of key safeguarding practices		E
Knowledge of good practice in health and safety	D	
Knowledge of key safeguarding and GDPR practices		E
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS		
Self-motivated, self-starter with high levels of energy and enthusiasm.		E
Committed to the mission, ethos and values of the Sutton Centre (outside of the funded project) and have a desire to make a difference.		E
Sense of adventure and a willingness to try new things.		E
Ability to treat people's concerns with respect, tact and sensitivity while being aware of the limits that are required by confidentiality and the boundaries that govern the beneficiary/support worker relationship.		E
Willingness to be flexible and support the wider Sutton Centre projects and activities		E
Provide evidence of suitability to work in the UK and appropriate qualification		E

