



Application Pack

Family Work Coordinator



Dear Applicant,

Re: Family Work Coordinator

Thank you for your interest in working for The Junction. The Junction is a respected charity working to make a difference to the lives of children young people and their families. We are proud of our reputation and believe that all of our workers are key to establishing positive relationships, building trust, self-belief, a sense of family and belonging.

Our work in supporting local children, young people and families who are experiencing poverty is growing, both in terms of need, child poverty in affects over 42% of children in Middlesbrough affecting both childhood experiences and long-term outcomes. We firmly believe it does not need to be this way. Thanks to funding from the National Lottery Community fund we have gained the resource needed to support families experiencing poverty in both their short term needs and through person centred support, long term change. This is a partnership project delivered under the Middlesbrough Youth Mutual which is an alliance harnesses the collective power of diverse organisations to combat child poverty. By combining safe spaces, skills training, mentorship, mental health support, and employment pathways, we will empower young people and families to overcome adversity, break cycles of deprivation, and build brighter futures

You do not need to have worked in this specific field before, but the right candidate will have experience of either supporting families through person centred support or advice work and an ability to lead both the team and the project to deliver change. You will also need to understand the wide range of challenges families experiencing poverty face, the focus to create meaningful change with families and work in a way that is commensurate with The Junction's values.

When writing your application please ensure you address the person specification provided. If you would like to discuss the requirements of the post or have any questions about the role please contact Beth Major on 01642 756000 or via e mail at beth.major@thejunctionfoundation.com

Once you have completed your application please return to recruitment@thejunctionfoundation.com

Or alternatively post to The Junction, Westfield Farm, The Green, Dormanstown, TS10 5NA, please ensure your envelope is marked **PRIVATE AND CONFIDENTIAL**.

Please note the deadline for the applications **is noon on Friday 2 May 2025**

Interviews to be held on the afternoon of Tuesday 13 May 2025

The post is subject to relevant safeguarding procedure which includes a satisfactory Disclosure and Barring Service check. We look forward to receiving your application.

Yours faithfully,

Beth Major
Chief Executive Officer

Why work for The Junction?

Pension

We contribute 5% of your equivalent salary into your pension scheme for all eligible posts.

Staff Wellbeing Programme

Our staff Wellbeing Programme, provided through Simply Health, provides money back on health-related treatments such as optician costs, dentist fees, physiotherapy and alternative therapies, so you aren't left to foot the bill.

Counselling Helpline

We provide access to 24hr Counselling Helpline support so you are never left to struggle if life becomes tough.

Counselling Face-to-Face

In addition to the helpline we provide access to 6 sessions of face to face counselling

Generous Holidays

Our generous holiday entitlement of 6 weeks per year plus bank holidays means you can balance your work and home life commitments.

Loyalty Holiday Bonus

We reward loyalty by offering colleagues 1 extra day's holiday for every completed holiday year up to a maximum of 5 additional days. Increasing holiday entitlement to 7 weeks per year plus bank holidays for 5 completed holiday years.

Staff Development

We have a history of growing our own talent and we develop and support staff to expand their knowledge and take opportunities that become available.

Making a Difference

By being part of an extra ordinary team, we work together to help transform the lives of local children, young people and families.

Within The Junction

There are a range of services within The Junction all working towards shared goals and all focused on making a difference to the lives of children, young people and their families, including:

- Youth Employment Services
- Young Carers' Services
- Youth Services
- Children and Young People's Emotional Wellbeing and Mental Health Services
- Children and Young People's Specialist Transport Services

We pride ourselves on being able to provide multiple specialist services 'under one roof' with each service interacting together to provide the best possible seamless service to children and young people. We employ multi-disciplinary teams of professionals with backgrounds in psychology, social work, counselling, youth work and youth unemployment as well as other qualified and experienced practitioners who:

- Understand the issues facing children and young people
- Have the skills to effectively support them
- Can deliver outcome focused interventions

We have developed a unique service delivery model to ensure that clients are able to access a service that supports their individual needs. However, the ethos of The Junction ensures our services do not work in silos, although we recognise the need for service identities and separate lines of accountability to stakeholders.

All of our services are person-centred, outcome-focused and outcome-driven with an increased need to evidence the impact our services have on children, young people and their families.

Job Description

Job Title: Family Work Coordinator

Salary: £33,355 (with annual uplift subject to funding and satisfactory performance)

Hours: 37.5 hours per week

Responsible to: Chief Executive Officer (initial Mobilisation period)

Location: Flexible – with the capacity to work across Middlesbrough

Contract: 2 years fixed term from start date (with the possibility of extension dependant on funding)

Job Purpose:

To lead the Team to deliver on the specific project outcomes including:

- Delivery of person-centred support focussed on partnership working, bringing together local expertise to fight child poverty. We will work with **432** families ensuring they have access to holistic services to address both immediate needs and systemic barriers over two years.
- Deliver intensive, tailored support to **132** families through one-to-one goal-based plans over two years.
- Deliver open-access and drop in session for **300** families which will include family activities and peer-led sessions in an informal, stigma-free setting, supporting immediate relief and long-term change. Some of these will be delivered internally and some through our partners – you will need to be able to manage partner relationships and agreements in line with the project aims and ensure external support for content.
- Deliver one to one advice sessions to **126** families per annum.

To take overall responsibility for project leadership, monitoring, evaluation and reporting in line with project outcomes and reporting requirements.

Support:

Support will be provided by the Chief Executive.

Principles Duties and responsibilities:

Working with Children, Young People and Families

1. To lead on the development and delivery of appropriate packages of support to the families with children and young people aged up to 18 years experiencing poverty in Middlesbrough both through open access and with identified needs.
2. To lead on the delivery of individual family support through assessment and goal-based action plans with families, focussing on their priorities for support.
3. To oversee work with families involved with Social Care and Early Help and other agencies, liaising closely with other professionals working across children, young people and family services.
4. To lead on the management of any waiting lists playing an active role in prioritisation, assessment and signposting to external support and internally for advice.
5. To actively refer into opportunities within the wider partnership project and Junction services, providing data and analysis of overall effectiveness of signposting function in changing outcomes.
6. To oversee the development a range of suitable interventions and workshops to enable families to make positive progression and improve relationships.
7. Attend multi-disciplinary meetings relating to parents/ carers, children and young people where appropriate.
8. To lead on collecting evidence of interventions, outcomes, record keeping for one to one work and group work delivered through the project, including feedback from children, young people and families. Contribute to the collation and analysis of this data.
9. Personally, and as a team work in a person-centred approach to empower children, young people, and families to achieve sustainable positive change.
10. Maintain confidentiality with the whole family and communicate the boundaries of confidentiality effectively.
11. Establish and maintain positive relationships with young people, their families, external stakeholders and the wider community.
12. Demonstrate an active commitment to making a positive difference to the lives of children, young people and their families.
13. To ensure children, young people and families have choice and control in relation to their own support and wider service and organisational developments to ensure continuous improvement in experience.

Working in Teams

1. Work as part of The Junction's team(s) to provide a flexible and effective service for vulnerable children, young people and their families to achieve positive outcomes in line with organisational and the project objectives.
2. Work collaboratively with Family Focus Team to deliver group and holiday sessions.
3. To form part of The Junctions Safeguarding Lead practitioner team and Out of Hours Team on a rota basis alongside the operational management team.
4. Work collaboratively with all colleagues and partner agencies, including attending and reporting to relevant external meetings as directed including safeguarding, child protection and others as required.
5. Provide supervision and support for other Junction workers, including volunteers and placements and line management to the team.
6. Ensure that information about the role of The Junction and its projects is publicised and promoted including leading on comms for your project.
7. Work as part of The Junctions Team(s) to contribute to its strategic and organisational development including sharing experience, knowledge and where appropriate providing training and guidance.
8. To contribute to the day to day administration & running of The Junctions Projects & services.

Professional Development

1. Access own line management and supervision as appropriate.
2. Take part in relevant professional development to update skills and address any gaps in knowledge or training relevant to the role.

Working within The Junction's Policy Environment

1. Demonstrate a commitment which promotes and values diversity and the equality of opportunity, in relation to employees, workers, service users and the wider community. Challenge the use of all discriminatory language and practice and positively encourage all staff, volunteers, partners, young people and volunteers to adopt non-discriminatory practice.
2. Undertake all work in accordance with The Junctions policies and practice including but not withstanding Information Security, Health and Safety, Risk Management
3. Achieve the highest standards of customer care at all times.
4. Positively promote the welfare of children, young people and vulnerable adults and ensure that it is recognised that safeguarding is everyone's responsibility.
5. Work and adhere to The Junctions values at all times.

Undertake other duties and responsibilities as required from time to time commensurate with the post.

Person Specification Family Work Coordinator	Essential	Desirable	Proposed Selection Method
Qualifications and Training			
Minimum Level three qualification in a relevant field (IE, Family support, advice work etc)	X		A/I
Relevant degree		X	A/I
Evidence of significant professional development and/ or further qualifications relevant to the role		X	A/I
Demonstrable experience of appropriate Safeguarding training	X		A/I
Ability and willingness to undertake further training and development as required within Job Description	X		A
Demonstrable commitment to personal development	X		A
Knowledge, Skills and Abilities			
Substantial experience in delivering services to families	X		A / I / R
Experience of family support work or advice work involving families		X	A/I
Experience of leading teams and projects	X		
Knowledge and empathy for the challenges that people experiencing poverty face	X		A/I
Experience of working in a service where agreed targets are in place demonstrating outcomes.	X		I
Recent experience of working with a range of agencies to support vulnerable people		X	I
Experience of working in community-based settings and navigating systems	X		A/I/R
Ability to manage own caseload and time	X		I/R
Experience of delivering presentations to professionals and service users		X	I

Ability to generate, analyse and present data in reporting formats	x		
Excellent people skills-Ability to engage, build strong relationships with families, children and young people to build trust, motivate and empower them to meet agreed goals and outcomes	X		I
Good organisational skills and the ability to prioritise workloads	X		I
Ability to work with partner organisations from the public, private and voluntary sectors and especially schools.	X		A/I
Able to work as part of a team	X		A/R
Able to act on identified risk while working with vulnerable people	X		A/I
Understanding and experience of the need to have and work to appropriate professional boundaries	X		A/I
Effective communication skills, both verbal and written and ability to understand and respond to requirements of different audiences		X	A/I
Excellent case recording, report writing and case presentation skills	X		A/I
Excellent IT skills – including competency in using Microsoft word and experience in using data base systems to record sessions and notes	X		A/I
Work Related Circumstance			
Willingness to work flexible hours including some evening and weekend activities.	X		A
Prepared to work in a non-smoking environment	X		A
Demonstrate an understanding of professional boundaries and appropriate relationships with people and other professionals	X		A
Vehicle licence and access to a vehicle or prepared to achieve within an agreed period, ability to travel as per the demands of the role	X		A

Equal opportunities, Diversity and organisational values			
Commitment to pursue Equal Opportunity and Non-Discriminatory practices.	X		A/I
Personal qualities			
Empathy and understanding of the needs of the client group	X		I
Personal resilience	X		A
Friendly and welcoming	X		I
Ability to work in a developing service and embrace change	X		I
Energy and Commitment	X		I
Understanding of and Commitment to The Junctions core values	X		I

A = Application

I = Interview

T = Test

P = Presentation