



# FAMILY SUPPORT COORDINATOR

Department:	Care
Job title:	Family Support Coordinator
Reports to:	Family Support Manager
Based at:	Care Team Office
Salary:	£23,000

## Job Summary

The key purpose of the role is to support our care teams in delivering a high-quality family support service in the region, working with families and professionals to ensure the families we support have access to the services they need.

The Family Support Coordinator will be responsible for sourcing practical goods and services, applying for grants and benefits and working with other charities or community providers to obtain goods, equipment, or funds for families that Rainbow Trust does not provide directly.

The post holder will live the Rainbow Trust Values and effectively communicate with service users, colleagues, and healthcare professionals.

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed. For families living with childhood illness, time is everything.



## Areas of Responsibility

### (specific to role)

- Provide needs-led social and practical support to families where a child/young person has a life-threatening or terminal illness.
- Compile and maintain a local directory of services relevant for the sort of families that Rainbow Trust supports.
- Manage the application process for practical goods and services available to families in the area through other organisations and charities, including family days out, furniture, holidays and equipment.
- Build strong networks with organisations and service providers in the local area.
- Raise awareness of Rainbow Trust in the local area and the goods or services that families may need.
- Signpost families to relevant services and support them with digital applications where needed.
- Work closely with Family Support Workers to assess the individual families' needs and review these at regular intervals.
- Work with other health, education and social care professionals and significant others providing services to the family.
- Maintain accurate records of goods and services delivered and service outcomes according to Rainbow Trust's policies.
- Support colleagues in other functions within Rainbow Trust to deliver business objectives e.g. writing case studies and updates of family stories, attending fundraising events and other relevant information as required.
- Ensure that all duties are carried out within Rainbow Trust policies and procedures.

## General Responsibilities

### Leadership and Strategy

- Provide expert guidance and direction for staff, volunteers, and interns.
- Act as a professional representative of the charity to a variety of external and internal audiences and in different contexts.
- Proactively participate in line management supervision, non-managerial supervision, and all appropriate training
- Commit to Performance Management Process and develop stretching objectives to meet business plan.
- Take responsibility for own professional development.
- Adhere to the Rainbow Trust Values within professional practice.

### Operational and Project Planning

- Ensure processes are documented and effectively governed, taking a continuous improvement approach to activity.
- Take individual responsibility for agreed objectives and targets.
- Develop own individual work programme in consultation with line manager to weekly, monthly, and quarterly time frames.
- Contribute to team and function, planning events and activity.
- Organise own time, manage resources effectively and use initiative.
- Operate in compliance with best practice and corporate policy.

### Working with Customers and Service Delivery

- Maintain effective relationships with local charities and organisations and provide information to the team to ensure that referrers are kept up to date with progress on family support measures.
- Work within Rainbow Trust's safeguarding policy.
- Encourage and support relevant families to assist in fundraising activities.
- Ensure requests for information and action from service users and other stakeholders are responded to promptly.
- Relay information and supporter contact to the appropriate internal contacts.
- Report any complaints received to the team from families, professionals, supporters, suppliers or any other external or internal contacts.

## Developing, Maintaining Systems and Procedures

- Ensure that data relevant to areas of responsibility and activity is adequately and safely recorded and stored.
- Ensure compliance with CQC guidelines.
- Ensure GDPR compliance.
- Effectively use care database and suite of MSOffice products to keep team records current, complete, and accurate
- Ensure regular data cleansing is actioned.

## People Management and Development

- Inspire and provide advice and support to volunteers under the direction of line manager and to Volunteer Management guidelines.
- Recognise and value the contribution of volunteers.
- Work collaboratively with family support volunteers to broaden support available to families.

## Team Working and Collaboration

- Contribute professional knowledge and expertise to team and department development, service delivery monitoring and evaluation.
- Collaborate effectively with colleagues in all teams to deliver on priorities and objectives to ensure delivery of a high-quality service.
- Act as a source of knowledge and expertise to colleagues.
- Champion business improvement and people development initiatives
- Provide guidance and support to junior staff members and volunteers.
- Proactively participate in team meetings and away days as well as staff conference
- Contribute to team building initiatives and activities including SBI feedback.

## Special Conditions

- The post holder will be expected to work flexibly in a range of venues, including families' homes, hospitals and other community-based locations.
- This role may require some travel.
- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training, at a level commensurate with your role
- All staff must adhere to, Rainbow Trust's safeguarding policies and procedures.
- Full driver's license required.
- This is not a complete list of the duties and responsibilities of the post, which may change dependent on the needs of the service, following discussion with the post holder.

ESSENTIAL

DESIRABLE

Experience

(Previous roles, types of organisations)

- Professional experience or understanding of the complexities of working with children and families.
- Professional experience of building and maintaining strong working relationships with external organisations and networking
- Professional experience in an administrative or coordinator role in a charity setting, including grant/benefits application processes.
- Providing services in a health, social care, youth, or education setting
- Safeguarding children and vulnerable adult’s practice
- Working in a stressful and emotional environment.

Working regularly within a community environment

Special Competencies

(Specific job-related skills knowledge understanding)

- Excellent communicator – both verbal and written
- Strong interpersonal skills with the ability to interact and develop effective relationships with a wide range of people
- Understanding of principles of information sharing and data protection
- Competent IT skills including MS Office knowledge
- Practical knowledge of diversity issues affecting children, young people, and their families.

Disposition

(Influence over others, dependability, self-reliance)

- Working collaboratively with and through people to complete tasks
- Motivating and persuasive communicator
- Working at a fast pace with a sense of urgency, whilst maintaining accuracy
- Socially focused – with an emphasis on helping others and building strong relationships
- Friendly, helpful and supportive team member

# PERSON SPECIFICATION

## Family Support Coordinator



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

- Works well with established systems, standards, and procedures
- Well organised and can manage fluctuating workload and priorities
- Applies high level of attention to detail and produces precise high quality work on time
- Strong friendly follow up to ensure tasks are completed correctly.

### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Collaborative and responsive to others needs and concerns
- Inclusive decision making through building consensus
- Practical and people oriented
- Ability to work in a fast-paced environment, managing multiple tasks simultaneously
- Adherence to established guidelines and procedures

### Attainments

(Academic & prof qualifications & training)

- Willingness to work towards a professional qualification.
- Qualification in education, health or social care.

### Motivation

(Ambition, money, security)

- Building and maintain strong working relationships
- Supportive of and committed to meeting the needs of others
- Genuine interest in the organisation, its management & its service users
- Completing tasks quickly and correctly - producing high quality work

### Circumstances

- Full current driver's licence
- Some travel may be required
- Commitment to own continuing professional development
- Flexible hours to accommodate the needs of the families supported and the Needs of the team