

## Job Description

2026



### **Home-Start Wandsworth (HSW) Family Support Co-ordinator**

**Contract:** Permanent, Part-Time: 21 hours per week

**Location:** Wandsworth Borough / Hybrid working. Home-Start Wandsworth is an employer that values flexibility and employs a hybrid model of working

**Benefits:** Flexible Retirement Plan with a contribution from Home-Start Wandsworth of 6% of salary, Death in Service Benefit of 3 x annual salary

Closing date for applications: Monday 23 February 2026

Send a CV to [director@homestartwandsworth.org.uk](mailto:director@homestartwandsworth.org.uk)

### **About Home Start Wandsworth:**

Being a parent is never easy. But for some the challenges are even harder. Home-Start supports parents with children under 5, to overcome those additional challenges such as poverty, mental health or social isolation. Our volunteers work with families to build their strengths and give them the practical or emotional support they tell us they need. We offer non judgemental, compassionate and confidential help to make sure every child gets the best start in life.

Home-Start is a federated charity consisting of a central national office – Home-Start UK - and 178 geographically dispersed local Home-Start organisations, all working together under the same identity. Home-Start Wandsworth is one of those local organisations.

### **The Role:**

- To co-ordinate the service delivery of Home Start Wandsworth, working directly with the charity's volunteers and beneficiary families. To deliver non-judgemental and empathetic support to families in need by matching them with volunteers, overseeing the relationship and identifying any additional support/interventions required. To maintain effective knowledge and relationships with community services to enable a regular flow of appropriate referrals into the charity. To ensure HSW's family support meets the standards and values defined by HSUK as well as any local commitments.

### **Reports to:**

- Senior Co-ordinator.

### **Key Responsibilities:**

- Work in frontline service delivery for the charity, providing support, signposting and companionship to vulnerable families in person, by phone or digitally.
- Manage an active caseload of beneficiaries (or activities) with varying needs regarding frequency and level of support

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- Understand and implement safeguarding procedures, assessing risk, developing needs assessments and handling complex and sensitive situations (referring to Safeguarding lead where appropriate)
- Build and develop meaningful relationships with families and service providers across Wandsworth to help break down barriers to progress, and/or identify opportunities.
- To actively engage with community services to inform and encourage appropriate referrals to the service, and contribute to keeping databases and records up to date.
- Record review and monitor progress of families using Charitylog and ensure a steady pipeline of progress through the organisation's service checkpoints.
- Support the effective monitoring of outcomes within the Service's success criteria and contribute to requests for updates for grant commitments, Board reports etc. as required.
- Contribute to volunteer recruitment, training, engagement and day-to-day management within the HSW service, ensuring volunteers are matched effectively and in a timely manner, and Volunteer records are maintained,
- Participate in monthly case and personal supervision to maintain consistent professional understanding and practice across the service.
- Identify gaps and opportunities in our service and processes enabling the team to meet the families needs more effectively.
- Champion diversity and inclusion for maximum participation.
- Plan and run events or groups for service users or volunteers as required.
- To take on or contribute to service development work as required from time to time.
- To keep abreast of HSUK policies and procedures to ensure compliance at all times.

### Knowledge, Skills and Experience:

- Excellent verbal communication skills
- Experience supervising people and setting objectives
- Be familiar with working with families with complex needs.
- Understanding of the impact of mental health and socialisation needs on families.
- Ability to travel and comfortable attending the homes of referred families.
- Experience of organising and planning small scale events.
- Knowledge and experience of the local Wandsworth communities including Battersea, Balham, Tooting, Earlsfield, Roehampton and other associated parts of the Borough.
- Knowledge of Charity Log beneficial.