

## Job Description

2026



### Home-Start Wandsworth (HSW) Family Support Co-Ordinator

**Contract:** Permanent, Part-Time: 21 hours per week (including Tuesday's).

**Location:** The work is carried out within Wandsworth Borough. Home-Start Wandsworth is an employer that values flexibility and employs a hybrid model of working which means that there is some flexibility between working in our office in Battersea and working from home.

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

**Salary:** £28k - £30k per year FTE (salary will be pro-rata to hours worked)

#### To apply for this role:

Please provide your CV (maximum 2 pages) and supporting statement detailing how you meet the requirements of the role - providing clear examples of experience, skills and knowledge (no more than 1 page).

*We're keen to understand your individual experience and voice, so please write your supporting statement without the use of AI-generated content*

Application Closing date - end of the day on Friday 5<sup>th</sup> June 2026.

Interviews week of 15<sup>th</sup> June 2026.

Send your application 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-judgmental, 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 Summary:

- To co-ordinate the service delivery of Home Start Wandsworth, working directly with the charity's volunteers and our beneficiary families. To deliver non-judgmental 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

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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:

##### Family Support:

- Work in frontline service delivery for the charity, providing support, signposting and companionship to vulnerable families, primarily in person.
- Manage a caseload of families with varying needs, from initial assessment through to completion of support.
- Participate in monthly case and personal supervision to maintain consistent professional understanding and practice across the service.
- Be responsible for the safeguarding and promotion of children's welfare. This includes understanding safeguarding procedures, assessing risk, developing needs assessments and handling complex and sensitive situations (referring to Safeguarding lead as appropriate).
- Actively engage with community services to inform and encourage appropriate referrals to the service, and contribute to keeping databases and records up to date.
- Liaise with referrers and other community partners and connect families with wider support
- Identify gaps and opportunities in our service and processes enabling the team to meet the family needs more effectively.
- Champion diversity and inclusion for maximum participation.

##### Leadership of Volunteers

- Build a strong relationship with our volunteer cohort.
- Contribute to volunteer recruitment and our annual volunteer preparation training course.
- Attendance and involvement in our volunteer coffee mornings and ad hoc additional training days.
- Day-to-day management of volunteers who are matched with families within your caseload, ensuring they are matched effectively and in a timely manner, providing supervision, and overseeing their family support journey.
- Ensuring volunteer records are maintained.

##### Service Management

- Safe-keeping of sensitive family information on our charity database. Record, review and monitor progress of families using Charitylog and ensure a steady pipeline of progress through the organisation's service checkpoints.
- Ensuring family/volunteer records are meticulously kept and regularly updated.
- 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.
- May be required to be involved in occasional planning/running 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.

**Person Specification:**

**Person Approach:**

- Genuine commitment to equality, diversity and inclusion in the workplace and in service delivery.
- Motivation to make a lasting, positive impact on the lives of families in our community
- Ability to work flexibly and managing time between remote working, in-home visits and our office in Battersea.
- Availability to work on Tuesday's as part of your ongoing working pattern.

**|Knowledge and experience:**

- Be familiar with working with families with complex needs.
- Understanding of the impact of mental health and socialisation needs on families.
- Ability to travel within Wandsworth Borough where our family work takes place, is essential.
- Comfortable attending the homes of referred families.
- Excellent verbal communication skills.
- Experience supervising people and setting objectives.
- Beneficial: Knowledge and experience of the local Wandsworth communities including Battersea, Balham, Tooting, Earlsfield, Roehampton and other associated parts of the Borough.
- Beneficial: Knowledge of Charity Log.