

Service Co-ordinator- Family and Community Support

Department: Children, Young People, Education & Skills

Division: Integrated Services and Commissioning

Reports to: Head of Service- Family and Community Support

JE Ref: CYP058

Grade: CS07

JE Date: 20/10/2020

Job purpose

To provide support to the Head of Service and Team Managers to ensure a high quality, effective service for children and families.

To supervise and develop the Family Information team to provide an accessible, responsive service to children, families and professionals at the Children and Families Hub and when accessing support from the Family and Community Support Teams.

Job specific outcomes

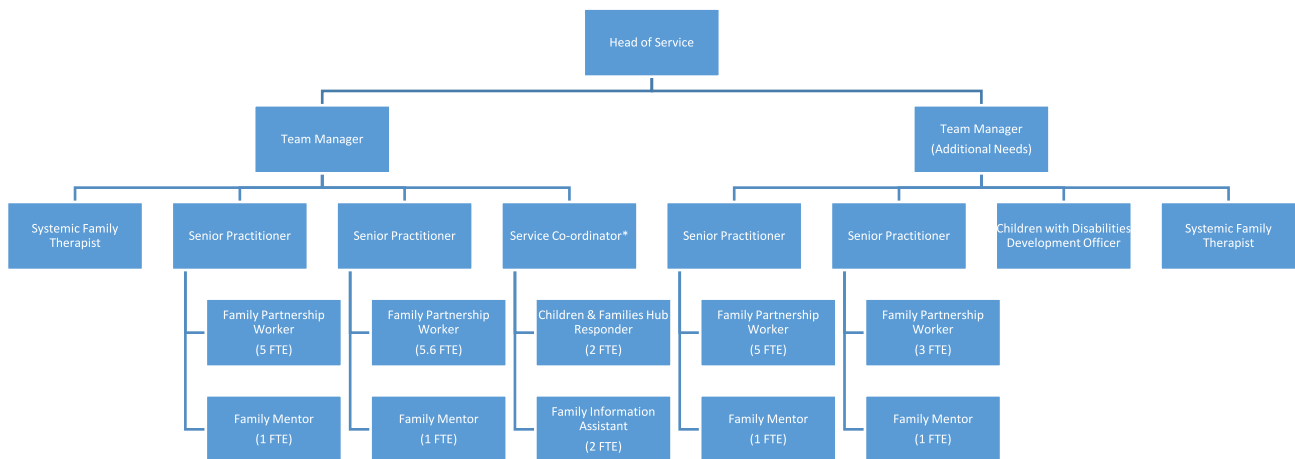
1. Support the Head of Service and Team Managers in processing expenditure and income, ensuring it is properly authorised and recorded in line with current policies.
2. Support the Head of Service and Team Managers in Human Resource processes required for recruitment and management of staff.
3. Support the Head of Service and Team Managers in communications with partner agencies and members of the public and set and monitor standards to ensure that communications, both internally and externally are maintained to the highest level.
4. Manage Children and Families Hub Responders and Family Information staff to ensure an effective service that supports the functioning of Family and Community Support, including contributing to selection, recruitment and monitoring and appraising performance
5. Prepare agendas, take minutes and support the smooth-running of meetings. Ensure outcomes are communicated and acted upon.
6. Co-ordinate production and updating of digital and hard copy information on services to support service delivery.
7. Ensure effective facilities management of the Centres where Family and Community Support are based, including arrangements for reception, room bookings and co-ordination between services using the Centres.
8. Co-ordinate Jersey's Children First training and parenting training, overseeing booking arrangements, venue booking and preparation of training resources.

9. Arrange travel and accommodation for off-Island training

Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



* Service Co-ordinator, Child and Families Hub Responders and Family Information Assistants support both teams

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>NVQ Level 3 qualification in administration or equivalent 5 GCSEs or equivalent to include English</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Understanding of safeguarding Understanding of data protection</p>	<p>Knowledge of local services for children and families</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent IT and typing skills Proficient in all Microsoft applications</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent verbal and written skills. Ability to work on their own initiative and prioritise work demands Ability to consistently meet deadlines</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body</i></p>	<p>At least 3 years' experience of working in a senior administration role</p>	<p>Experience supervising staff Experience in administering budgets</p>

<i>(for example a period of post-qualification experience).</i>		
---	--	--

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities, attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.