



Job Description

JOB TITLE: Spoons Family Support Co-ordinator

LOCATION: Home based with travel across Greater Manchester

HOURS: 20 hours per week to be worked flexibly as required. Very occasionally evening or weekend work may be required for which time off in lieu is given.

RESPONSIBLE TO: Spoons Operations Manager

SALARY: £15,429 per annum

TERM: 12 months fixed term extension subject to funding

KEY RELATIONSHIPS: These include (but not exclusive to) Volunteer Peer Support Co-ordinators, Spoons volunteers, sessional play workers, families, Neonatal staff, other charities and voluntary groups,

JOB PURPOSE

Spoons is a charity that works in partnership with the North West Neonatal Operational Delivery Network to support families who experience neonatal care in the Greater Manchester area. Spoons delivers holistic and comprehensive packages of support to neonatal parents, both on the neonatal units and in the community, promoting family psychological wellbeing.

For further information about Spoons please see www.spoons.org.uk

The Family Support Co-ordinator will have a passion for building strong relationships with families and neonatal staff. Alongside our Spoons community volunteers, they will support families through their neonatal journey and beyond, working to identify, at the earliest opportunity, specific support networks for needs beyond those provided directly by Spoons.

KEY ROLES & RESPONSIBILITIES

The Family Support Co-ordinator's key responsibilities are to engage with parents and families during their neonatal journeys - both remotely and in person i.e. on the neonatal unit and at community support groups, providing emotional and practical support, and signposting to other relevant organisations when appropriate.

The Family Support Co-ordinator is responsible for the following:

Meeting the needs of families

- Identify gaps in Spoons' service provision and work with the organisation to introduce new initiatives to meet the needs of families
- Liaise with Spoons volunteers and neonatal staff on a regular basis to understand if the needs of families are being met and/ or what additional support is required
- Be an advocate for families and support them to navigate through neonatal care and transition from hospital to home, keeping in touch with families to inform them of services, initiatives and resources that can help them at home
- Empower parents and families through the provision of education and health promotion

Communication and engagement

- Support the mapping of local services/other relevant organisations who can support babies and their families
- Contributing to Spoons social media output across a variety of platforms
- Ensuring equality of opportunity for all families through innovative content and engagement
- Involve service users in the co-production of neonatal services in partnership with NHS trust, the North West Neonatal Operational Delivery Network and other external organisations
- Support the recruitment of peer support by lived experience volunteers by ensuring regular engagement with families post discharge from neonatal care
- Scheduling and coordination of themed events to raise awareness of the differing needs of families both on and offline, targeted events and other engagement opportunities for families and volunteers
- Promote Spoons and the neonatal journey externally by ensuring appropriate liaison, networking, communication and development of working relationships with referrers, NHS professionals, community leaders, organisations and other third sector organisations i.e. local Perinatal Mental Teams, Health Visitors, and other key organisations

Management

- Support and collate data for report writing, and wider sharing
- Gather and share information with regards to funding opportunities for families
- Collect relevant data from families to support outcomes monitoring
- Work flexibly including meeting key contacts outside normal working hours when required
- Be a positive role model to volunteers and the wider community
- Promote the work of Spoons as required contribute to and support the development of the Spoons network locally and regionally

HEALTH AND SAFETY

- Ensure that all appropriate Health and Safety training is completed and refreshed where necessary
- Report risks or issues according to the agreed governance arrangements.

This job description is regarded as a guide to the accountabilities associated with the Family Support Co-ordinator role. Additional or alternative tasks within the capability of the post holder may from time to time be required

PERSON SPECIFICATION

Essential

- Experience of working with families in the voluntary or other sectors
- Ability to work in partnership with professionals from other agencies
- Proactive planning skills
- Excellent interpersonal skills
- Problem solving skills
- Ability to work flexibly
- Organised, with excellent time management skills
- Excellent verbal and written communications skills
- Good IT skills, including use of MS Office
- Strong commitment to the values of Spoons



- Have an awareness of children's safeguarding and the Children's Act
- An understanding of the challenges for families in neonatal care
- Evidence of continued role development
- Basic knowledge of the challenges of having a baby in neonatal care
- Ability to respond to change
- Experience of working with diverse communities

Desirable

- Experience of working with families that have experienced neonatal care
- Counselling qualification

July 2021