

SEND Family & Volunteer Co-ordinator

Job Title: SEND Family & Volunteer Co-ordinator

Employer: Home-Start Cole Valley

Hours of work: 32 hours per week

Responsible to: Manager



Purposes of the job

- To contribute to the effective day to day operation of the project in accordance with the Home-Start Memorandum & Articles of Association, Home-Start, Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards
- To maintain high standards of practice in supporting families with SEND needs within the Home-Start model
- To ensure equality of opportunity, fairness and diversity in all aspects of the scheme's work
- Implement good safeguarding practice in all areas of work

Main Responsibilities

Supporting the work of the scheme

- Undertaking work as delegated by the Manager to support the strategic management, development of the scheme
- Supporting the implementation of all Home-Start policies and procedures
- Complying with the scheme's administration, monitoring and financial systems
- Promoting the work of the scheme, as required by the Manager
- Contributing to and supporting the development of the Home-Start network locally, regionally and nationally

Support for families

- Manage a caseload which may include both SEND and non-SEND families.
- Undertake assessment and review of families needs and complete relevant documentation
- Introducing families to appropriate supports, managing relationships throughout support
- Ensuring support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance
- To undertake designated responsibilities to safeguard and promote children's welfare
- Maintain accurate and timely records via a case management system

Managing Volunteers

- Matching and introducing volunteers to families
- Providing support, supervision and on-going training opportunities for volunteers specialising in SEND support for families.

Working in Partnership

- Ensuring appropriate liaison with referrers and other professionals
- Networking appropriately within the community

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

This job description is current at February 2026

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults