

FAMILY TIME CENTRE COORDINATOR

Job Description and Person Specification

Contract	Employee, subject to the written terms of appointment
Salary	To be confirmed
Hours	To be confirmed, with flexibility across the service week
Location	Project West centre in Northolt, with approved remote or community duties where required
Accountable to	Manager / Director and the Project West Board
Weekend working	Shared Coordinator rota, requiring at least one to two weekends each month, subject to service needs

Purpose of the role

To coordinate the safe, effective and high-quality delivery of Project West services. The Coordinator oversees referrals, risk information, Family Time arrangements, staffing, records, reports and day-to-day communication, keeping children's safety and emotional wellbeing at the centre of decision-making.

The role combines operational coordination, safeguarding responsibility, quality assurance, support to staff and volunteers, and professional liaison with families, referrers, courts and partner agencies.

The Coordinator is also part of the operational cover arrangements. Where an emergency, unexpected absence or service pressure arises, the post holder may be required to step into another appropriate duty, including supervising or escorting Family Time, receiving families, supporting office cover or acting as the senior person on duty, provided this is safe, authorised and within their competence.

Main duties and responsibilities

Referral, assessment and case coordination

- Receive and review referrals, court orders, written agreements and supporting information, identifying missing information, conflicts, risks or practical barriers before work begins.
- Arrange mandatory individual pre-visit meetings with each adult, normally by Zoom, and ensure agreements and contracts are completed before sessions commence.
- Coordinate risk assessments, session plans, arrival and departure arrangements, ordered time buffers, venue approvals and any transport or Community Family Time requirements.
- Ensure self-referrals are progressed only when the other parent, or that parent's solicitor, has also completed the required referral information.
- Allocate work according to assessed risk, family needs, staff competence, language requirements, availability and service capacity.

Safeguarding and risk management

- Act promptly on safeguarding concerns, disclosures, injuries, incidents, suspected intoxication, breaches and significant changes, following Project West escalation and recording procedures.
- Ensure staff understand when and how to intervene during Family Time and that concerns are not left solely to interpreters or other third parties to manage.
- Review and update risk information when circumstances change and notify relevant professionals where required.
- Maintain safe separation, handover and emergency arrangements and ensure the centre, garden and community activity arrangements remain suitable for the assessed risks.
- Apply Project West procedures on confidentiality, information sharing, data protection, lone working, health and safety, equality, complaints and professional boundaries.

Family Time operations

- Coordinate Supervised, Supported, Community, Virtual and Indirect Family Time, handovers and related services in accordance with the referral, risk assessment and agreed service level.
- Ensure Supported Family Time remains centre based and that any community work is authorised and supervised or escorted at the required standard.
- Ensure service users' mobile phones are not used during Family Time and that photographs are taken only by the Project West team on an authorised Project West device.
- Apply food arrangements consistently: healthy options only, no sweets or chocolate, with the resident parent providing items for the first session and the person having Family Time providing them from the second session.
- Ensure Community Family Time starts and ends at the centre unless otherwise authorised, uses approved venues and follows the agreed comfort-break and office video-call procedure.

Staffing, rotas and supervision

- Prepare and maintain rotas sufficiently in advance, normally one to two months ahead, allowing safe staffing levels, appropriate case matching and required gaps between sessions.
- Check the approved scheduling tool daily and more often when operationally necessary. Rota changes, availability and authorised time off must also be communicated directly to the Coordinators and not left solely as an entry on the scheduling tool.
- Allocate Supervisors, Escorts, Family Support Workers, interpreters and volunteers according to competence, risk and continuity needs.
- Arrange replacement cover promptly when a worker is unavailable and personally provide emergency operational cover where required, safe and within the Coordinator's training and competence.
- When providing emergency Family Time cover, read the case information and risk assessment, follow the authorised plan, maintain the required supervision standard and complete all records and reports within the applicable timeframe.
- Support recruitment, induction, supervision, training, appraisal and reflective practice, addressing performance or conduct concerns promptly and fairly.
- Promote team cover where possible while ensuring that no worker undertakes duties beyond their competence or authorisation.

Centre management and duty cover

- Act as the senior operational point of contact during allocated duty periods and make proportionate day-to-day decisions within Project West procedures and delegated authority.
- Ensure the centre is ready for use, including room allocation, resources, cleanliness, safety checks, secure access and appropriate separation between families.
- Monitor session timings, staff attendance, arrivals, departures and the 20-minute arrival window before any decision is made to cancel a session.
- Respond to staff requests for immediate guidance during centre, virtual or Community Family Time and record significant instructions or decisions.
- Coordinate emergency responses, including contacting the Manager, emergency services, safeguarding partners or referrers where the circumstances require this.
- Provide a clear handover to the next Coordinator or the Manager, identifying outstanding actions, safeguarding concerns, report deadlines, staffing gaps and urgent communications.

Records, reports and quality assurance

- Ensure a report is produced for every Supervised Family Time session and for cancellations or non-attendance where the booking was cancelled within 72 hours and a report is required.
- Monitor Supervisors' submission of completed reports and supporting records within 72 hours of each session, following up delays promptly.
- Quality assure reports so they are concise, relevant, factual, balanced, non-repetitive and suitable for professional or court use.
- Coordinate amendments and approvals so final Supervised Family Time reports can ordinarily be issued within 7 to 10 days.
- Maintain accurate referral, case, incident, training, DBS, rota, invoice, payment and statistical records using authorised systems.

Communication and professional liaison

- Communicate clearly and professionally with children, families, social workers, Cafcass, solicitors, courts, local authorities and other agencies.
- Respond to calls and emails promptly and maintain appropriate records of decisions, instructions and significant discussions.
- Where a concern or complaint arises, support a calm verbal resolution first where appropriate rather than automatically requiring the family to put the matter in writing.
- Escalate unresolved, serious or safeguarding matters to the Senior Coordinator or Manager without delay.
- Attend professional meetings, Coordinator meetings, training and service-development discussions as required.
- Ensure important verbal instructions from referrers or professionals are accurately recorded and, where necessary, confirmed through the approved communication route.

Administration and financial procedures

- Monitor required payments, including the expectation that payment is made at least 72 hours in advance and that late cancellations are charged in accordance with the agreement.
- Support secure electronic agreements, case documentation, invoices, spreadsheets, correspondence, statistics and routine office systems.
- Check that contracts, referral administration, pre-visit requirements, payment status and practical arrangements are complete before sessions are confirmed to proceed.
- Monitor office supplies, authorised equipment and Family Time resources and report maintenance, security or replacement needs promptly.
- Protect confidential information and ensure personal data is sent only through approved and secure communication routes.
- Undertake other reasonable duties consistent with the responsibility and level of the role.

PERSON SPECIFICATION

Essential qualifications and knowledge

- A relevant Level 4 qualification or above in social care, childcare, education, health, family support or a related field, or equivalent substantial experience accepted by Project West.
- Safeguarding training at Level 3, or willingness and ability to complete or update it within the required timeframe.
- Comprehensive knowledge of safeguarding, child protection, child development, risk assessment and the welfare needs of children.
- Understanding of separation, conflict, domestic abuse, trauma, substance misuse and other issues that may affect children and families.
- Understanding of Family Time services and the distinction between public law and private law arrangements.
- Working knowledge of confidentiality, data protection, equality, health and safety and professional information sharing.

Essential experience

- Experience of working with children and families in social care, education, health, family support, the voluntary sector or a related service.
- Experience of coordinating services, cases, rotas or operational workloads in a busy environment.
- Experience of supervising, supporting or directing staff, sessional workers or volunteers.
- Experience of multi-agency communication and working with referrers or statutory services.
- Experience of reviewing records and producing or quality assuring professional written reports.

Essential skills and approach

- Sound safeguarding judgement and the confidence to make timely decisions, intervene and escalate concerns.
- Ability to remain calm, impartial and child-focused when managing conflict, pressure or competing accounts.
- Excellent written and verbal communication, including concise report writing and sensitive professional correspondence.
- Strong planning, prioritisation, delegation and deadline-management skills.
- Competence with Microsoft Office, email, spreadsheets, databases, online meeting platforms and the approved scheduling tool.
- Ability to support reflective practice, give constructive feedback and maintain consistent standards across a team.
- Commitment to inclusion, anti-discriminatory practice, professional boundaries and Project West's values.
- Flexibility to work across the service week, including evenings and at least one to two weekends each month as part of the shared Coordinator rota.
- Ability and willingness to provide emergency operational cover, including direct Family Time supervision or escort work where authorised and within competence.

Desirable

- Previous experience in a child contact centre or Supervised Family Time service.
- Experience of recruitment, induction, appraisal, complaints handling, service development or safer recruitment administration.
- Knowledge of NACCC standards and experience preparing information for courts, Cafcass, local authorities or solicitors.
- A full UK driving licence and ability to travel for meetings or service needs.

Safer recruitment and terms

Appointment is subject to satisfactory identity and right-to-work checks, an Enhanced DBS check, references, qualification checks where applicable, completion of induction and any other safer recruitment

checks required by Project West. The appointment is normally subject to a six-month probationary period. Salary, contracted hours, annual leave and notice arrangements will be confirmed in the written contract.

How to apply

Complete the Project West staff application form and return it to admin@projectwest.co.uk. A curriculum vitae may be provided as supporting information but does not replace the completed application form.

Document control

Version	1.0
Approved by	Manager, Project West Assessment & Contact Services
Review date	August 2027 or sooner if practice, policy or legislation changes