

Job Role Profile

	Job Title:	Service Co-ordinator: Dumfries and Galloway Family Support Services Service Coordinator – Children and Families (Disability and Wellbeing Support Services)
	Department:	Children, Families and Young People
	Direct Supervisor:	Operational Manager
	Number of Direct Reports/Matrix Reports:	Staff team of up to 40, including Deputy Project Manager, Senior Family Support Workers, Family Support Workers, Family Wellbeing Workers, and Resilience Practitioners* Indirect reports: up to 4 volunteers and students
	Location:	Dumfries and Galloway - The Service Co-Ordinator can be based in either Dumfries or Stranraer with an expectation to oversee and have a visible presence across both areas of the region.

1	<p>Job Purpose:</p> <p>To lead and coordinate the effective delivery of three interlinked services supporting children, young people, and families affected by disability and emotional wellbeing needs. This includes:</p> <ul style="list-style-type: none"> • A Care Inspectorate registered care at home family support service for children with disabilities • A parent carer support service for parents and carers of children with disabilities • A school-based emotional health and wellbeing service for children and young people <p>The post holder will ensure that all services are safe, high-quality, outcomes-focused, and delivered in line with relevant legislation, regulatory requirements, and best practice.</p>
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2	<p>Dimensions: i.e. budget, key responsibilities, areas of work etc.</p> <p>Budget: accountable for managing the budget allocated to the service in accordance with Quarriers’ financial policy and procedures</p> <p>Service Leadership & Delivery:</p> <ul style="list-style-type: none"> • Provide day-to-day leadership and oversight across the three services, ensuring integrated, child- and family-centred support that is inclusive and trauma informed. • Ensure that the registered family support service complies fully with Care Inspectorate regulations and Health and Social Care Standards. • Support the design, delivery, and evaluation of group and one-to-one support for children with disabilities and their families. • Coordinate school-based wellbeing interventions that promote emotional resilience and mental health in children and young people. • To ensure the physical, emotional well-being and health of the young people is maintained to the highest possible standard and to actively encourage an environment/service which leads to children, young people and carers experiencing feelings of security, value and worth whilst recognising their strengths, skills and supporting them to realise and reach their full potential. • To be responsible for all Health and Safety aspects of the service – staff, people we support and the fabric of the buildings and spaces that we use in supporting people. To delegate appropriately in this area as Health and Safety is a shared role. • You are required to participate in the out of hours on call system on a regular basis. <p>People Management</p> <ul style="list-style-type: none"> • Line-manage Deputy Project Manager, senior workers and other key staff, providing regular supervision, support, and professional development. • Support staff recruitment, induction, and training across all three services. • To work with the Operational Manager and other Quarriers support staff to ensure that staff locally are in receipt of support from the centre of the organisation. • Promote a positive, supportive team culture with a focus on reflective practice and continuous improvement. • Support the notion of working with the Volunteer Centre within Quarriers to maximise appropriate opportunity from this resource. • Take responsibility for your own personal and professional development and contributing to the positive work practice of others to ensure the highest quality of service is provided.
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3	<p>Key Objectives and Accountabilities:</p> <p>Partnerships & Engagement</p> <ul style="list-style-type: none"> • Build and maintain strong relationships with schools, health and social care professionals, local authorities, and voluntary sector partners. • Promote active participation of children, young people, and parents in shaping the services they receive. • To be a leading figure in the development of teamwork, developing professional relationships with the staff team and with significant others such as families, advocates, social work and health professionals and Quarriers functional support departments to benefit the overall support provided to the individuals that we support. • Represent the organisation at relevant forums and networks. <p>Quality Assurance & Compliance</p> <ul style="list-style-type: none"> • Maintain and continuously improve service quality and performance, using evaluation tools and feedback from children, families, and partners. • Lead on preparation for Care Inspectorate inspections, reviews, and audits. • Ensure all staff are trained and supported in safeguarding, disability awareness, and inclusive practice. • Ensure all staff adhere to Quarriers' internal policies and procedures and Code of Professional Conduct, Health and Social Care Standards, and SSSC Codes of Practice. <p>Monitoring, Reporting & Evaluation</p> <ul style="list-style-type: none"> • Oversee service planning and delivery against agreed outcomes, outputs, and funding requirements. • Monitor service impact and report to internal and external stakeholders, including funders and regulators. • Contribute to organisational development planning. <p>Contribute to the planning, reporting and reviewing of all paperwork that supports policies, procedures and processes with the service.</p>
4	<p>Key Performance Outcomes and Measures:</p> <ul style="list-style-type: none"> • All children, young people and carers receive a high-quality service. • The service is able to demonstrate improved health and wellbeing for young people. • The service is managed effectively, within an annual budget, sustaining a positive financial position.

	<ul style="list-style-type: none"> • The services actively work in partnership with children/young people, parents/carers, and community and key partners in meeting performance measures required. • Staff team performance and professional development is managed effectively, celebrating successes, and addressing poor practice timeously and in line with organisational procedures. • High provision levels within the service are sustained • High quality of evidence on outcomes and performance is evident and sustained. • The service is staffed in line with requirements and funding. • Child or adult protection or safeguarding concerns are managed in line with local, organisational and national guidance.
5	Knowledge, Experience Skills and Qualifications necessary for the role:
	<i>Essential Knowledge & Experience</i> <ul style="list-style-type: none"> • Significant experience coordinating services for children with disabilities and/or emotional wellbeing needs. • Experience working in or managing a Care Inspectorate registered children's service, including inspection preparation and compliance. • Experience supporting parent carers, including knowledge of carers' rights and relevant support frameworks. • Strong understanding of child development, additional support needs, and child protection in the context of disability. • Experience leading and supervising staff teams across multiple service areas. • Proven ability to manage service planning, delivery, and reporting in line with quality standards and regulatory expectations.
	<i>Essential Skills</i> <ul style="list-style-type: none"> • Excellent organisational and leadership skills, with the ability to manage competing priorities across multiple services. • Strong interpersonal and communication skills, with the ability to engage confidently with families, professionals, and partner agencies. • Skilled in person-centred planning, outcomes measurement, and continuous improvement. • Confident IT skills, including use of case management systems and data reporting tools. • Confident in problem solving and decision making. Ability to consult others appropriately.

	<p>Qualifications</p> <p>Essential</p> <ul style="list-style-type: none"> • A relevant practice qualification at a minimum of SCQF Level 7 (SVQIII) with an ability to work towards a qualification at SCQF level 9 (Degree/SVQIII) along with a management qualification at SCQF level 10 is required to be considered for this position as the Registered Manager • Registration with or eligibility to register with a relevant professional or regulatory body (e.g. SSSC, NMC) within appropriate timescales. • Evidence of ongoing professional development. <p>Desirable</p> <ul style="list-style-type: none"> • Degree-level qualification in social work, health, education, community work, or related field (or equivalent professional experience) as well as a management qualification at SCQF level 10.
6	<p>Key Relationships:</p> <ul style="list-style-type: none"> • People who use our services and their families. • HSCP Commissioning teams, and operational staff • Operational Manager at Quarriers • Personnel from Quarriers' support departments including Health and Safety, Human Resources, Learning & Development <p>Additional Information</p> <p>This post may involve some evening or weekend work and travel across Dumfries and Galloway.</p> <p>PVG Scheme membership for working with children and vulnerable groups is required.</p> <p>A full driving licence and access to a vehicle is essential.</p>
7	<p>Organisation Chart:</p> <p><i>As discussed above .</i></p>

