



# **ENGAGEMENT AND SUPPORT COORDINATOR (WEST MIDLANDS)**

**INFORMATION PACK**

**APPLICATION DEADLINE**  
Sunday 08 March

# INTRODUCTION

Thank you for your interest in the Engagement and Support Coordinator (West Midlands) post. This information pack outlines the role and provides information about Safe Families and Home for Good.

## SEEING CHILDREN & FAMILIES FLOURISH

At Safe Families and Home for Good, we have a vision rooted in hospitality, justice, belonging and collaboration. **Together, we hope for a society where no family feels alone, and every child has a home where they can flourish. We believe the Church is central to this vision.** Through our family support programme, we connect volunteers from local churches and communities with families who are isolated and overwhelmed. These volunteers offer friendship, practical help, and a listening ear – building relationships that restore dignity, reduce pressure, and help families stay together. It's grassroots, relational, deeply personal and all about creating communities of true welcome and belonging.

At the same time, we walk alongside those exploring fostering, adoption, or supported lodgings – offering guidance, support, connection and advocacy. We want to see more people open their homes to children in care, and more churches equipped to wrap around those who do. Because, when children sadly do need to come into care, they deserve to be welcomed into homes and communities that are safe, stable and full of love.

Alongside delivering practical support, we're committed to systemic change. We take a hopeful, innovative approach, not just calling for change but demonstrating how it can be achieved. By amplifying the voices of children, young people, and families with lived experience we seek to bring transformation to the structures that can lead to families being isolated and children without support. And by



sharing the expertise and knowledge of our teams on the ground through training, courses and resources we ensure all are able to play their part in change.

We believe that deep and lasting transformation can only occur when we collaborate with others and so, through partnering with and equipping local authorities, policymakers, and faith communities, we reimagine what true care and community can look like.

**Join us, together we can create a society where no family feels alone, and every child has a home where they can flourish.**

**Kat Osborn and Tania Bright**  
Co-CEOs



# **Our deep-rooted Christian faith is the foundation of our values, so we act with:**

## **HOPE**

**We believe that change is always possible.**

We sit with one another in the messiness of life, holding firmly to an attitude of hopefulness.



## **COURAGE**

**We champion justice and advocate for change.**

We step into challenging spaces, have difficult conversations, and remain steadfast in uncertainty.



## **INTEGRITY**

**We do what we say we will.**

We build authentic, transparent, and enduring relationships.



## **COMPASSION**

**We love the one in front of us with generosity, dignity and grace.**

We seek to ensure everyone is seen, heard, and valued.



## **TOGETHERNESS**

**We intentionally choose to work alongside others.**

We seek to partner, collaborate, and empower.

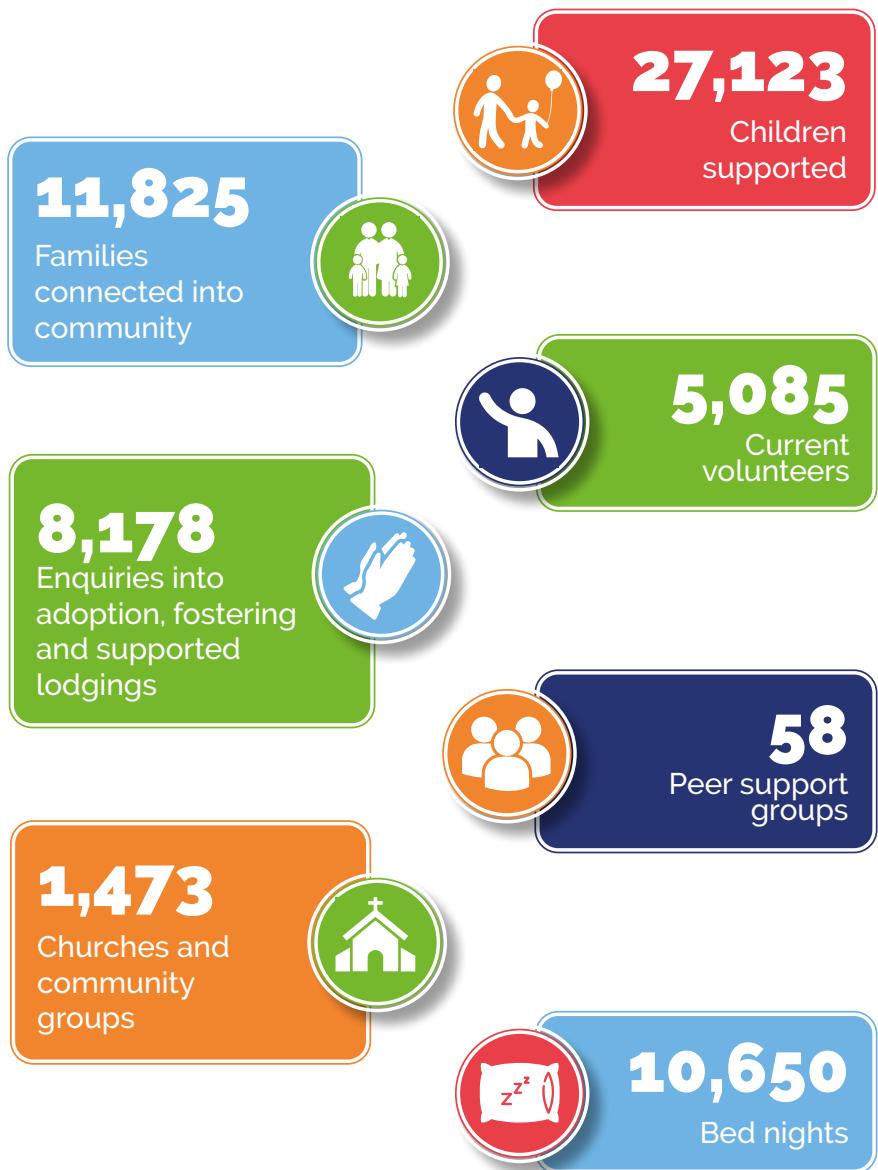


# THE CENTRAL REGION

The Central Region covers the West Midlands, East Midlands and East of England. Our team includes over 30 staff and around 1,700 volunteers. In the past 12 years, we've supported approximately 3,200 families, 7,500 children, 100 care leavers and 60 parents who previously had children removed from their care. In the last year, we've also received around 150 enquiries about fostering, adoption and supported lodgings.

This is an incredibly supportive and empowering team, who are dedicated to the vision and mission of Safe Families and Home for Good. We are excited to get to know and learn from each new team member and are delighted that you are interested in joining us!

**HELEN CRANDLEY**  
Regional Director



Figures accurate as of 1st February 2026





## **TAM'S STORY**

Tam had 2 young children when she needed to move into temporary accommodation for and her children's safety. She grew up in care and had no support network but desperately wanted to do the best for her children.

Safe Families were able to put 5 volunteers from 2 local churches around Tam and over a period of 18 months. They all played different roles in helping her gain the confidence she needed to start to thrive.

Peter and Vivienne would help look after the children and became like the grandparents they never had.

Ray and Sue helped Tam find a home and taught her how to look after the garden - they even built a shed together.

Mary would grab shopping for Tam and be someone she could speak to when she needed to connect.

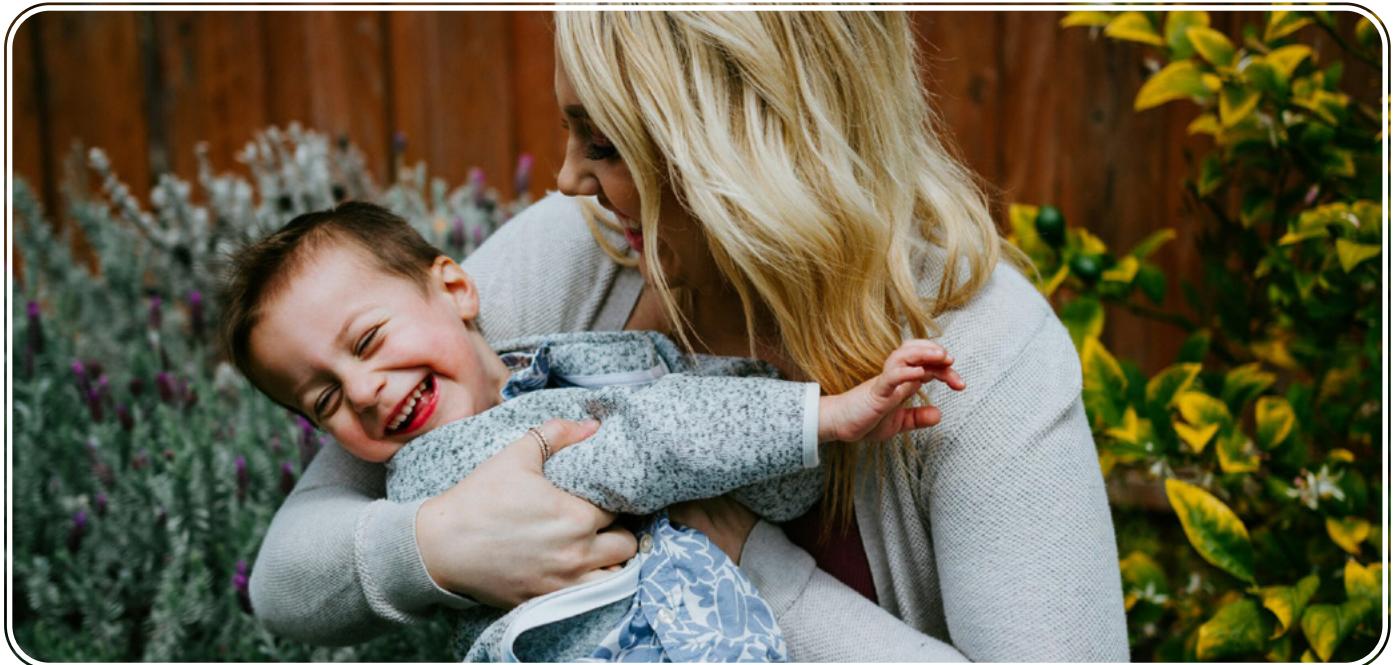
Tam said "They were so supportive. I couldn't ask for more. When you are in a bad place they help make it positive. So you're not on your own."

### **WATCH TAM'S STORY**

Scan the QR code or visit [safefamilies.uk/tams-story](https://safefamilies.uk/tams-story)



# WHEN VOLUNTEERING OPENS NEW DOORS: ANNABEL'S STORY



**Annabel and her husband Justin always hoped for a larger family. Their two sons brought them joy, but the feeling that someone was missing lingered, reinforced one day when her youngest said, 'Mummy, I always feel like someone is missing.'**

That moment stayed with her. When friends at church shared their fostering experiences and gave them the Home for Good book, Annabel began to wonder if it could be right for them too.

A presentation at her church from Safe Families gave her a way to explore that possibility without committing straight away. After chatting with the team, her family began volunteering.

They were matched with a mum who had two children. For over a year, Annabel's family cared for the baby every other weekend so his mum could rest and spend time with her older daughter. Her sons embraced it, and Annabel built a strong connection with the mum, staying in touch long after formal support ended.

That experience gave them the confidence to take the next step. Annabel and Justin contacted Home for Good and were supported as they trained and became short-term foster carers for babies and toddlers. It suited their family well, and even brought out a nurturing side in their youngest son they hadn't seen before.

'Once we started foster caring,' shared Annabel, 'Home for Good employed their first worker in Wales where we were based. He was such a support to us.'

He helped them connect with a local network of foster carers and adopters, offering encouragement and shared understanding that made a real difference.

After fostering four children, the time came to step back. The experience had left a lasting mark. Annabel is now training as a social worker and continues to speak up for children in care as a Home for Good Church Champion.

# OVERVIEW OF ENGAGEMENT AND SUPPORT COORDINATOR (WEST MIDLANDS)

The Engagement and Support Coordinator helps turn interest into action. It's about responding to, facilitating and supporting those who seek to play their part in our mission through giving, praying or serving. The team guides individuals as they translate their initial response into relevant actions, and supports them for the long haul.

There are three interconnected aspects of the Engagement and Support Team's work:

- Acting as the front door to the charity translating initial responses into tangible action.
- Helping those who respond to know how they can play their part and what they need to do next to achieve this.
- Holding those who respond and ensuring they are afforded connection and belonging in the long term both while they play their part and while they await their next opportunity.

You would work as part of the Engagement and Support team which includes staff who are located across the Midlands. You will need to be able to easily travel and work across the West Midlands.

## EMPLOYMENT INFORMATION

### **JOB TITLE**

Engagement and Support Coordinator  
(West Midlands)

### **LOCATION**

Hybrid (4 days in our Dudley, West Midlands office a month)

### **CONTRACT TYPE**

This is a permanent contract. Subject to continued partnership funding.

### **HOURS OF WORK**

Full time or part time considered (37 hours 30 minutes)

### **START DATE**

Apr-26

### **REPORTS TO**

Engagement and Support Team Leader

### **SALARY**

£ 24,570.00 - £ 30,065.00 Dependent on skills and experience.

### **HOLIDAY ENTITLEMENT**

36 days annual leave allowance (inclusive of bank holidays and Christmas closure), option to purchase additional leave and extra days added to your allowance with length of service. Pro-rated for part time staff.

### **EMPLOYEE BENEFITS**

After three months automatic enrolment into a generous salary sacrifice scheme with Aegon Retirement Choices. YuLife (Life insurance) and access to the employee assistance programme.

### **PERIOD OF NOTICE**

4 weeks notice by either party, following a successful probation period.

# ROLE RESPONSIBILITIES

## CREATING CONNECTION WITH INTERESTED INDIVIDUALS

1. Being the first point of contact and building connection and relationship with any individual or family as they respond to play their part in the vision of the organisation.
2. Assist interested individuals to discern their role, whether praying, giving, or serving as a volunteer, foster carer, adoptive parent or supported lodgings host and provide resources and signposting where appropriate
3. Signpost individuals to training opportunities and/or other teams when necessary
4. Effectively onboard all volunteers through the safer recruitment process in a timely manner. This includes Family Support Volunteers, Church Champions and Peer Support Volunteers.
5. Complete home safety checks and volunteer assessments for Family Support Volunteers.
6. When applicable, connect volunteers to the relevant team for their ongoing journey.

## CONTINUING CONNECTION DURING SUPPORTER JOURNEY

7. Collaborate closely with other teams to ensure supporters feel valued and have good experiences in the organisation
8. Work alongside the Family Support Team to suitably match volunteers with families
9. Provide general check-ins for active Family Support Volunteers
10. Maintain connection with all non-active volunteers to ensure their ongoing engagement with the organisation.
11. Coordinate supporter events alongside the Engagement and Family Support Teams
12. Equip supporters with fundraising, prayer & advocacy resources

## GENERAL RESPONSIBILITIES

13. Encourage and model unity across different teams within the merged organisation.
14. Participate in the wider team life of Safe Families and Home for Good, which will include occasional out of hours events such as volunteer evenings and training days, staff conference away days, and providing cover for an on-call rota.
15. Personal involvement in the delivery of our four Core Volunteer Training sessions. NB. While training delivery is mandatory, the regularity of your involvement will be agreed in consultation with you and in light of team capacity and need. This will be reviewed approximately every 12-18 months.

# ROLE RESPONSIBILITIES

16. Take an active role in fundraising for the work of Safe Families and Home for Good. This includes, but is not limited to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping the organisation connect with local businesses.
17. Track and evidence your activity through our systems and database to ensure church, volunteer and enquirer information is accurately entered onto the database and updated regularly.
18. Support the wider business needs of the organisation through additional activities as needed.

# PERSON SPECIFICATION

## SKILLS AND ABILITIES

	Essential	Desirable
Experience of building rapport and relationships with individuals from a variety of diverse backgrounds	X	
Experience of guiding supporters and referring/signposting in a timely manner.	X	
Able to respond and interact with others promptly and effectively over a variety of mediums; in person, by phone and virtually.	X	
Able to work within and lead the team to support and help others as needed.	X	
Able to produce strong written communications and provide Quality Assurance to team member's work and assessments.	X	
Highly organised and able to lead others to balance completing priorities in order to ensure targets and deadlines are met.	X	
Competence in using a range of Information Technology including Microsoft Office and a database.	X	
Able to travel across priority areas, as outlined in role overview.	X	
Able to occasionally work weekends and evenings when required (arranged in advance).	X	
An awareness of fostering, adoption and supported lodgings and the challenges facing isolated families.	X	
Experience of line managing a team of inter-dependent workers		X
Experience of walking alongside and supporting individuals or families who have experienced challenge, difficulty and trauma		X
Lived experience of fostering, adoption or hosting of young people either personally, professionally or in relation to others		X
Experience of coordinating, organising and hosting events.		X

# PERSON SPECIFICATION

Educated to degree level		X
Good prior knowledge and experience of Safeguarding with the ability to support others if they have to share concerns or deal with disclosures.		X

## CHARACTER

	Essential	Desirable
A clear commitment to the Christian Faith and love for the Church	X	
Love for the poor and marginalised	X	
Passionate for the vision of Safe Families and Home for Good and the role of the Church in this.	X	
Teachability and humility, ready to receive and provide coaching and feedback.	X	
A natural leader - gifted at supporting others to thrive and inspiring them to succeed in ideas, projects, or tasks.	X	
Emotionally intelligent, honest, supportive, approachable, and encouraging.	X	
A clear commitment to the Christian Faith and love for the Church	X	
Love for the poor and marginalised	X	

# FURTHER NOTES

## EQUALITY

Safe Families and Home for Good actively encourage applications from Black, Asian and minority ethnic background candidates

## SAFEGUARDING

Completion of the recruitment process will involve the candidate being screened through an Enhanced DBS check. A criminal record will not necessarily be a bar to obtaining a position. A copy of our Rehabilitation of Offenders policy statement is available on request from [recruitment@safefamilies.uk](mailto:recruitment@safefamilies.uk)

## OCCUPATIONAL REQUIREMENT

This post has been identified as having an "occupational requirement" under Schedule 9, Part 1, paragraph 1 and 3 of the Equality Act 2010 where it is a requirement that this post be filled by a Christian (currently active and committed to the Christian faith). All candidates must evidence they support the vision and values of the organisation.

## APPLICATIONS

To apply please complete the application form via our website prior to the closing date - Sunday 08 March

If you would like to discuss this role further please contact **Gayle Eason**  
[gayleeason@safefamilies.uk](mailto:gayleeason@safefamilies.uk)  
**07917 491440**

## REASONABLE ADJUSTMENTS

We are committed to making our recruitment process as inclusive as possible, if you need any adjustments or accommodations as you apply, please contact the hiring manager or email [recruitment@safefamilies.uk](mailto:recruitment@safefamilies.uk).

**START YOUR APPLICATION NOW**



[safefamilies.uk](http://safefamilies.uk) [homeforgood.org.uk](http://homeforgood.org.uk)