



JOB ROLE:	FAMILY SUPPORT CO-ORDINATOR - Liverpool Oral Health Project (25 hours per week)
SALARY:	£18,635 per annum (Actual)

If you are looking for an exciting new challenge with a thriving family friendly voluntary organisation then this might be the role for you!

Purposes of the role:

- You'll work directly with families in the community and home to help children develop healthy oral health habits while connecting parents with the support and services they need.

Your role will include

- Supporting families through home visits and community-based sessions.
- Helping parents establish healthy toothbrushing and oral health routines.
- Delivering fun and engaging oral health awareness sessions for parents and children in schools, community venues etc.
- Providing free toothbrushes and fluoride toothpaste to families.
- Supporting parents to access other local services and community groups.
- Keeping accurate records and contributing to monitoring and evaluation.
- Safeguarding children and promoting their welfare at all times.

This list is not exhaustive please refer to the Job Description and Person Specification

Closing date: Monday 17th August 2026
Interview date: Thursday 3rd September 2026

If you have not heard from us by Thursday 20th August your application has not been successful

MISSION AND VALUES

Tailoring Support - All families are different

Koala North West exists to provide children, aged 0-11 years, and their families with tailored practical and emotional support that improves well-being, reduces isolation and supports both children and caregivers to thrive. We value:

- Tailoring Support - All families are different. Every family receives support designed to be most beneficial to them.
- Nurturing Positive Wellbeing - We are committed to improving the emotional, mental and physical well-being of children and their caregivers
- Ambition - We want our families to thrive; we believe in offering opportunities that help children and families realise their own ambitions and succeed.
- Reducing Isolation - In an increasingly digital age, we want to ensure that our families still feel part of a strong, welcoming community, who support one another and ensure they are all happy, resilient and thriving.

The objects for which Koala NW was established are:

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents/carers of children.
- To prevent cruelty or maltreatment of children.
- To relieve sickness, poverty and need amongst children and parents/carers of children principally but not exclusively within the area of Merseyside and Cheshire and its environs.





OUR HISTORY

Koala NW is a family support charity. Our staff team provide a variety of services and we use a volunteer delivery model to offer regular support, friendship and practical help to families under stress to prevent family crisis and breakdown. Koala NW operates principally but not exclusively within the area of Merseyside and Cheshire and was originally set up in 1999 by members of the local community as a response to the needs identified in a social audit carried out by Charing Cross Methodist Neighbourhood Centre.

OUR APPROACH

One of the real strengths of our organisation is the diverse range of services and support programmes we offer to meet the individual needs of children and their families. All our services aim to meet one or more of the following outcomes:

- Improved health and wellbeing (child and parent/carer)
- Improved parenting (confidence, positive behaviours)
- Improved School Readiness (parents engage with their children's early learning; and children are ready to separate, communicate, listen, socialise, learn, be active, and be independent).

To Koala NW every family is special and we respond to each family's needs through a variety of services provided in family homes, group settings and also via telephone and video calls. Koala NW has a proven, lasting, positive impact on the development of children and on the health and welfare of the family.

Our current services and further information can be found on our website:

<https://koalanw.co.uk/>





BENEFITS OF WORKING FOR KOALA NORTH WEST

As a community focussed employer who values the health and wellbeing of our employees, Koala North West encourages a positive work life balance and actively works to support our staff so that they may better support our families. We offer a range of benefits to fulfil this including

STAFF WELLBEING DAYS

EMPLOYEE ASSISTANCE PROGRAMME

services include:

- **Access to counselling**
- **Access to legal information and support**
- **Access to health services**

TRAVEL EXPENSES

STAFF DISCOUNT AT OUR CHARITY SHOP

MONTHLY SUPPORT AND SUPERVISION

REGULAR PEER SUPPORT

MENOPAUSE SUPPORT GROUP

CHRISTMAS HOLIDAY CLOSURE IN ADDITION TO ANNUAL LEAVE

PENSION SCHEME

DEATH IN SERVICE BENEFIT



HOW TO APPLY

Please complete the application form, demonstrating why you believe you are the perfect candidate for this role.

You should use the 'Relevant Skills, Knowledge and Experience (including parenting experience)' area of the form to help us to understand the knowledge, skills, experience and achievements you would bring to the role.

As an organisation we believe in equality, diversity, inclusion and personal development. If you don't meet all the criteria but you still believe you would be great in this role, tell us why and what you would need to succeed.

When complete, applications should be emailed to recruitment @koalanw.co.uk no later than Monday 17th August 2026

We look forward to reading your application, good luck!



Job Description: Tiny Teeth Family Support Co-ordinator

Koala North West is committed to Equal Opportunities Koala North West exists to provide children and their families with tailored practical and emotional support that improves wellbeing, reduces isolation and supports both children and care-givers to thrive.

Job Title: Family Support Co-ordinator / Liverpool Oral Health Project (Tiny Teeth)

Employer: Koala NW, Woodchurch Lane, Birkenhead, Wirral, CH42 9PH

Responsible to: Early Years Service Manager

Purposes of the job

You'll work directly with families in the community and home to help children develop healthy oral health habits while connecting parents with the support and services they need.

Your role will include:

Supporting families

- Supporting families through home visits and community-based sessions.
- Helping parents establish healthy toothbrushing and oral health routines.
- Delivering fun and engaging oral health awareness sessions for parents and children in schools, community venues etc.
- Providing free toothbrushes and fluoride toothpaste to families.
- Supporting parents to access other local services and community groups.
- Keeping accurate records and contributing to monitoring and evaluation.
- Safeguarding children and promoting their welfare at all times.

Supporting a team of volunteers

- Helping co-ordinate a team of volunteers take part in community events promoting children's oral health and provide them with support.

Supporting schools & wider partners to enroll in supervised toothbrushing programme

- Assist our project lead in supporting schools and settings to enroll in the All Together Smiling Supervised Tooth Brushing Programme.
- Working closely with schools, health professionals, Liverpool City Council and partner organisations.

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.

The Koala NW Family Support Co-ordinator - Liverpool Oral Health Project is expected to work within the ethos of Koala NW and have high standards of practice. The need to respect confidentiality is paramount, as is a mature and flexible approach to the work. S/he will be required to take part in volunteer and family events.

Koala North West is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

ESSENTIAL CRITERIA	SKILLS, KNOWLEDGE, EXPERIENCE ETC
1	Understanding of and commitment to the aims and principles of Koala NW
2	Good standard of education
3	Experience of working with children and families
4	Understanding of the challenges faced by families with young children, including vulnerability, poor mental health, domestic abuse and additional support needs.
5	Knowledge of safeguarding, child protection and current legislation relating to children and vulnerable adults.
6	Excellent communication and interpersonal skills, with the ability to build positive relationships with families, volunteers and partner agencies.
7	Good organisational skills, with the ability to manage a varied workload, prioritise tasks, meet deadlines and work independently.
8	Ability to work effectively as part of a team, with a flexible approach to meet service needs, including occasional evening and weekend work.
9	Experience of maintaining accurate records and working in a confidential environment.
10	Knowledge of current legislation relating to children and families, including Child Protection and a commitment to Safeguarding the welfare of children and vulnerable adults
11	Positive, proactive and solution-focused approach to supporting families.
12	Full UK driving licence and access to a vehicle for work.
DESIRABLE CRITERIA	SKILLS, KNOWLEDGE, EXPERIENCE ETC
13	Knowledge and understanding of the importance of good oral health or the willingness to undertake further training
14	Experience of organising event and community outreach