KOALA
North West
Supporting children
& their families

JOB ROLE:	**FAMILY SUPPORT WORKER** **21 hours per week**
SALARY:	**£14,687 actual salary (FTE £24,479 per annum)**

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:

- To visit families in their own homes to provide parenting support, support with child development, accessing services, enabling and empowering parents. Providing outreach support, you will be helping families to achieve improved emotional health, feel less isolated and to lead more active lives within the local community
- To build good working relationships with referrers and other agencies to ensure the provision of the most effective and appropriate support for families
- To have a flexible approach in working as part of a team

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

Closing date: Friday 4th December 2026
Interview date: Friday 11th December 2026

If you have not heard from us by Tuesday 8th December your application has not been successful.

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MISSION AND VALU ES

Tailoring Support - All families are different

Koala North West exists to provide children, aged 0-16 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.

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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 famlies. 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 SHOPS

MONTHLY SUPPORT AND SUPERVISION

REGULAR PEER SUPPORT

MENOPAUSE SUPPORT GROUP

CHRISTMAS HOLIDAY CLOSURE IN ADDITION TO ANNUAL LEAVE

PENSION SCHEME

HOW TO APPLY

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

You should use the Person Specification to inform the content of your application and 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 Friday 4th December 2026

We look forward to reading your application, good luck!

Job Description:
Family Support Worker

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 Worker**

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

Hours: **21 hours per week**

Purposes of the job

- To visit families in their own homes to provide parenting support, support with child development, accessing services, enabling and empowering parents. Providing outreach support, you will be helping families to achieve improved emotional health, feel less isolated and to lead more active lives within the local community
- To build good working relationships with referrers and other agencies to ensure the provision of the most effective and appropriate support for families
- To have a flexible approach in working as part of a team

Main Duties

- Providing direct support to families with children aged 0-11 years
- Providing intensive support to meet short term needs when required
- Assisting the family to access health, social care or other appointments
- Encouraging and assisting the family to access additional support and other community resources/groups, etc.
- Encouraging and supporting families to access Koala NW additional services, e.g. family support groups, parenting courses
- To attend and support families at meetings
- Assisting the family to move on to volunteer support if or when this is appropriate
- Ensuring adequate records are kept of support offered to each family
- Undertaking designated responsibilities to safeguard and promote children's welfare
- Attending activities organised for families supported by Koala NW
- Attending activities for volunteers at Christmas and National Volunteers Week

Other Duties and Responsiblities

- Upholding the aims and principles of Koala NW and its policies.
- Participating fully in Koala NW's meetings, internal planning events etc. as agreed with line manager
- Abiding by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carrying out any other appropriate tasks requested by your Line Manager, to ensure the effective delivery and development of the service
- Promoting the organization's profile, ethos and practice.

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 Worker 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.

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	Ability to prioritise own work, meet deadlines and targets and manage caseload
4	A comprehensive knowledge of local services and networks available to support families
5	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
6	Ability and willingness to work as part of a team, and have a flexible approach as and where required by client need. Flexibility to work out of hours as required
7	Experience of working with families and children using a solution focused approach
8	Ability to monitor and maintain own standards
9	Demonstrate an understanding of issues facing vulnerable parents e.g. due to suffering from mental illness, experiencing domestic abuse or having learning difficulties
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	Willing to work across local authorities to cover staff absences if needed (Wirral or Ellesmere port & Neston)
12	Hold a full clean driving license and have the use of a car for work
13	Experience of volunteering/working with children and families
14	Understanding the needs of families with young children
15	Effective communication skills, written, verbal and telephone
16	Good inter-personal skills
17	Good organisational skills
18	Ability to work off own initiative and be solution focused
19	A positive and creative approach to tackling tasks
20	Experience of working / volunteering in a confidential environment
DESIRABLE CRITERIA	**SKILLS, KNOWLEDGE, EXPERIENCE ETC**
21	Knowledge and understanding of the impact poverty has on families and children's life chances
22	Experience of facilitating groups