

Job Description

Job Title	Family Group Conference Coordinator
Directorate	Children and Young Peoples Service
Service Area	Safeguarding
Grade	6
Competency Level	1
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Enhanced with Adult and Child Barred List (Adult and Child Workforce)
Job Evaluation Ref No	

Job Purpose

- Plan, facilitate, and deliver independent, inclusive Family Group Conferences (FGCs) across Children and Young People's Services, promoting voluntary participation, private family time, and culturally sensitive engagement
- Support families throughout the FGC process to co-create confidential, strengths-based Family Plans that prioritise the child or young person, ensuring families have the information and resources they need to lead the planning and decision-making process

Directly Responsible For:

Not Applicable

Directly Responsible To:

Team Manager / Deputy Team Manager

Main Areas of Responsibility:

- Plan, coordinate, and facilitate Family Group Conferences (FGCs) across Children and Young Peoples services to achieve inclusive, strengths-based outcomes
- Prepare and support families throughout the FGC process, ensuring their voices are central to planning and decision-making
- Conduct dynamic risk assessments in evolving environments, implementing proportionate safeguarding responses in accordance with statutory guidance
- Encourage active participation of children and young people using creative, developmentally appropriate engagement methods
- Apply advanced conflict resolution and de-escalation techniques to manage complex family dynamics safely and constructively
- Deliver Family Group Conferences across in-person, hybrid, and virtual platforms, ensuring accessibility, confidentiality, and meaningful participation from families locally, nationally and internationally
- Maintain accurate, GDPR-compliant records and contribute to service reporting through structured documentation and data management
- Promote the FGC model within statutory, voluntary, and community sectors to strengthen multi-agency collaboration
- Coordinate logistical arrangements for FGC delivery, including venue sourcing, accessibility considerations, and hospitality planning

- Ensure lone working safety protocols are in place and adhered to, in line with organisational and safeguarding procedures
- Facilitate emotionally complex discussions with openness, and compassion, maintaining a calm and supportive presence even in high-pressure or emotionally charged settings
- Provide flexible, child and family-led support that is responsive to individual needs, including occasional out-of-hours engagement, to enable meaningful connections and ensure timely, consistent support
- Contribute to service development by evaluating practice, sharing insight, and participating in training and reflective supervision
- Adhere to council policies, professional standards, and legal responsibilities related to safeguarding, equality, and health and safety

Supervision and Management Responsibility:

- There is no supervision or line management responsibility for this role

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit stationary and use a computer for sustained periods of time
- Food purchase, preparation and transportation of equipment and refreshments
- Involves moderate physical demands, including manual handling tasks, setting up meeting spaces, rearranging furniture
- Transport of children and families

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we



treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **Level 1**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A relevant qualification such as Social Work / Childcare / Health / Education / Community work at Level 3 or above (A,I)
- Must be able to evidence completion of accredited Family Group Conferencing training/certification (A,I)

Desirable

- A commitment to ongoing training and professional development.

Experience

Essential

- Proven experience in child protection and safeguarding procedures, including knowledge of relevant legislation and the ability to identify and respond to harm in line with policy and best practice (A,I)
- Skilled in conducting home visits and engaging with children and families to support their participation in the Family Group Conference (FGC) process, providing guidance and intervention in challenging or high-risk situations (A,I)
- Proven ability and experience in direct work with vulnerable children and their identified family networks (A,I)

- Skilled in capturing and responding to the voices of children and families, maintaining accurate, confidential, and accessible records across various systems and digital platforms (A, I)

Desirable

- Experienced in creating innovative approaches to support children and families in engaging, preparing for, and attending their Family Group Conference (FGC)
- Must be able to demonstrate an understanding of specific dietary requirements
- Experience of preparing for and facilitating Family Group Conferences for vulnerable/complex families
- An understanding of achieving service objectives within a performance management framework

Skills/Abilities

Essential

- Ability to independently arrange, coordinate, and facilitate family meetings, demonstrating effective organisational skills and a flexible, family-centred approach (A,I)
- Proficient in Microsoft Office, with the ability to collate, manage, and report data accurately and efficiently (A,I)
- Skilled in inclusive and culturally sensitive communication with children, families, and professionals, promoting fairness and anti-oppressive practice (A,I)
- Strong verbal, written, and listening skills, aligned with the City Council's communication and record-keeping standards (AI)

- Able to work creatively and innovatively to develop imaginative methods of supporting children, young people, and families, especially during times of crisis (A,I)
- Committed to supportive, flexible engagement with children and families, including availability outside standard office hours as required (A,I)

Desirable

- Competent in preparing light snacks and refreshments, understanding dietary needs and food safety legislation, and holding (or willing to obtain) up-to-date Food Safety Certification

Commitment

Essential

- Strong team player able to work flexibility to meet the needs of the service (I)
- Service Hours are 8.00am – 6.00pm - Please note you may at times be required to work beyond the hours of 6.00pm in accordance with service need for which relevant allowances or compensatory time off will be attributed. May include some weekend work (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level (A)
- Essential Car User Full Driving Licence, must have access to a car (A)

