



Dudley Lodge Safeguarding Children Services

Hurdle – 143 Warwick Road, Coventry, CV3 6AT

Job Description	
Job Title:	FT Family Project Worker: Parent Advocacy and Family Support Perm
Grade:	Scale point 21 – 28 £29,863 - £33,144
Hours:	37.5 hours per week
Base:	<p>Coventry (143 Warwick Road, CV3 6AT).</p> <p>This role is largely community-based and involves regular travel to meet families and attend multi-agency meetings. You will:</p> <ul style="list-style-type: none">• Spend a minimum of 2 days per week in the Coventry office.• Complete community visits mainly across Coventry and Warwickshire, with occasional travel up to a 30-mile radius of Coventry.• Have opportunity to undertake some work from home.

Is the post exempt from the Rehabilitation of Offenders Act? Yes

Does the post require a DBS check? Yes

Our Commitment Statement

Our expectation of all staff is to demonstrate kindness, empathy and fairness to all.

Dudley Lodge strive to provide an inclusive working environment and experience, where employees can bring their best and authentic self to work. Where difference is recognised, respected, valued and celebrated.

Our approach to inclusion and diversity is rooted in listening, learning and acting. This includes conducting ongoing listening forums across the company, the implementation of Inclusion & Diversity talking/support groups, workshops and training, good quality supervision, surveys and collaborative working parties. All with the core aim to receive honest feedback, reflect and continuously strive to be the best that we can be.



Purpose of the Role

As a Hurdle Project Worker, you will provide holistic, trauma-informed, relationship-based support to improve the lives of families and reduce the number of children entering care.

This includes:

- **Family Support** for parents who have experienced, or are at risk of, recurrent care proceedings.
- **Parental Advocacy** for parents whose children are subject to the child protection process, ensuring their voices are heard, their rights are understood and they can participate fully in decision-making.

By working in partnership with families, professionals and community resources, you will build trust, reduce isolation and empower parents to achieve their goals, strengthen relationships and create safer futures for themselves and their children.

Effectiveness Areas

1. **Family Support:** Provide trauma-informed, relationship-based, emotional and practical support to parents at risk of recurrent care proceedings, helping them to achieve positive and lasting change.
 2. **Parental Advocacy:** Ensure parents understand child protection processes, have their rights upheld and their voices heard in meetings and conferences.
 3. **Safeguarding:** Promote and prioritise the safety and well-being of children and families at all times.
 4. **Collaboration:** Build effective working relationships with parents, colleagues and professionals to deliver coordinated and high-quality support.
 5. **Quality and Accountability:** Maintain accurate records, meet grant and contract objectives and contribute to continuous improvement of Hurdle's services.
 6. **Representation:** Uphold and promote the values and reputation of Hurdle and Dudley Lodge in all work with families, partners and the community.
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About Hurdle

Hurdle is run by **Dudley Lodge**, a UK registered non-profit organisation established in 1895 that specialises in safeguarding children.

We launched Hurdle in 2020 as a voluntary, early prevention family support service. Since then, we have been committed to improving the lives of families by working with them to create lasting, positive change.

Our mission is to support families to stay strong and independent, prevent crises and reduce the need for statutory services, helping more children and parents remain safely together wherever possible.

We listen with empathy and without judgment, building strong, trusting relationships to find real solutions together. We advocate for families, champion their voices and influence policies and practices to deliver the best outcomes.

Hurdle's Values

Hurdle is built on a foundation of trust, empathy, and working together:

Relationships built on trust and respect: We do not judge. We empower parents to have choice and control over their own life.

Empathy and compassion for what parents have been through: We take time to understand parents' past experiences. We see parents as experts in their own life.

Everyone has the capacity to change: We believe everyone can change. We are aspirational about parents achieving their goals.

Working in Partnership: We communicate regularly and promote open and honest conversations. We take every opportunity to hear parent's views and act on their feedback.

Always believing in better: We aim to reach as many families as we can. We continually strive to improve.



Key Responsibilities

1. Family Support

- Establish trauma-informed, trusting relationships with parents based on mutual respect and empathy.
- Complete support plans with families to identify parental goals and desired outcomes.
- Deliver parent-led, tailored support through face-to-face, virtual and telephone contact.
- Provide practical and emotional support for parents experiencing or at risk of experiencing recurrent care proceedings, including during the trauma of child removal, farewell contacts and Final Care Orders.
- Provide tailored support to parents who are pregnant/expecting a baby, particularly where there is a risk of their baby being removed at birth. Work proactively to address child protection concerns, help parents prepare and understand processes and increase the likelihood of families staying safely together post-birth.
- Support parents in developing skills and confidence across areas such as parenting, child development, guidance and boundaries, relationships, budgeting, benefits, housing, employment and daily living.
- Facilitate group sessions that promote parenting skills, safeguarding, resilience, and personal development (e.g., parenting groups, protection groups and domestic abuse programmes).
- Encourage parents to strengthen their ability to create safe and nurturing environments for their children.
- Provide practical assistance such as signposting, applying for benefits and accessing community grants.

2. Parental Advocacy

- Ensure parents and carers understand child protection processes and that information is shared with them clearly and at the earliest opportunity.
- Support parents to have their voices heard by helping them to express their views and wishes.
- Help parents to understand their rights and make informed choices.



- Support parents to engage collaboratively with practitioners and develop effective working relationships with professionals.
 - Provide face-to-face advocacy and support for parents at Initial Child Protection Conferences and at every Review.
 - Provide online, text and telephone advocacy at other times, including family meetings and professional meetings, in line with parents' needs and preferences.
 - Accompany and support parents during child protection conferences and meetings, ensuring they understand what is being discussed and agreed and that their voices are heard throughout the process.
 - Work to increase parents' confidence and active participation in child protection processes.
 - Build trusting and effective relationships with parents, promoting respectful and constructive partnership working with professionals.
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3. Safeguarding

- Prioritise the safety and welfare of children and families in all aspects of your work.
 - Conduct ongoing risk assessments and take appropriate action to address safeguarding concerns.
 - Support parents to develop and implement safety plans (e.g., in relation to domestic abuse or suicidal ideation).
 - Follow Dudley Lodge and Hurdle safeguarding policies and procedures, as well as relevant government legislation and guidance.
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4. Collaborative Working

- Work closely with the Operations Manager, Project Manager, colleagues, volunteers and partner agencies to provide high-quality, coordinated support.
 - Ensure parents' voices are represented in multi-agency meetings and professional forums.
 - Support the involvement of students and volunteers where appropriate.
 - Maintain strong professional boundaries and act as a positive representative of Hurdle and Dudley Lodge.
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5. Quality Assurance and Reporting

- Maintain accurate, up-to-date records of support provided, progress made and outcomes achieved.
 - Monitor and report against grant and contract requirements.
 - Collect feedback from families and stakeholders to inform service improvements.
 - Contribute to continuous service development by working with the leadership team to identify opportunities for improvement and implement changes that enhance quality and impact.
 - Demonstrate high professional standards and effectiveness in collaborative working.
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6. Service Responsibilities

- Work flexibly to meet the needs of families, including some evenings and occasional weekends.
 - Travel regularly to family homes and community venues, mainly across Coventry and Warwickshire (with travel extending up to a 30-mile radius).
 - Provide support through a mix of home visits, community visits, telephone and virtual contact.
 - Participate fully in training, supervision and reflective practice.
 - Promote equality, diversity, and anti-oppressive practice in all aspects of the role.
 - Contribute to Hurdle's communications, fundraising activities and resource development where required.
 - Contribute across projects: While your main role will focus on advocacy and family support, you'll also have opportunities to contribute across Hurdle's wider projects in support of our mission to improve the lives of families.
 - Undertake other duties as identified by management in line with the aims and objectives of the service.
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Title of post to which this job normally reports:

Hurdle Lead

Supervision

Supervising Officer Job Title: Hurdle Lead

Number and type of staff to be supervised:

None.

Place of work

Coventry (143 Warwick Road, CV3 6AT).

This role is largely community-based and involves regular travel to meet families and attend multi-agency meetings. You will:

- Spend a minimum of 2 days per week in the Coventry office.
- Complete community visits mainly across Coventry and Warwickshire, with occasional travel up to a 30-mile radius of Coventry.

Have opportunity to undertake some work from home.

Benefits of working at Dudley Lodge:

- Staff wellbeing events throughout the year
- Team building days
- Employee Assistance Programme – this is a scheme run by Dudley Lodge for its employees. It enables staff to gain access to qualified advisors for a wide range of services day or night.
- Health Shield - After 1 year's continuous employment, you can opt for free cover under this Cash Plan policy.
- A pension scheme with Standard Life, Dudley Lodge contributes 5% towards your pension, also matching additional employee contributions up to 7.5%. The company will increase its contribution to 10% after an employee has reached their 10 years' service, on condition employees contribute the same.
- Life Assurance - Group Life Assurance Policy with Canada Life. The scheme provides a tax-free benefit to all permanent employees, paying a lump sum amount of 2 x salary in the event of death in service.
- Free tea, coffee, water and fruit for all staff



- Continuous training and professional development opportunities
- Enhanced holidays:
 - 22 days plus 8 bank holidays – up to 5 years continuous employment
 - 27 days plus 8 bank holidays – at 5 years continuous employment
 - 32 days plus 8 bank holidays – at 10 years continuous employment
- Flu Vaccine: For Staff that do not qualify for the flu vaccine through the NHS
- Bike (Cycle) Scheme: Staff can purchase a bike (max, £1000 or 50% of monthly contractual salary). The employee cycle loan request form should be completed for validation.
- Long Service Awards: We value our staff and to show recognition we offer long service award

Mileage

Mileage is paid for community visits from Dudley Lodge Coventry unless the community visit is in closer proximity to the employee's home address, in this instance it would be calculated from there.

Special Conditions:

Post holder is required to work flexibly, including evenings, weekends and Bank Holidays if required.

All staff are expected to work in a flexible way to cope with the needs, demands and requirements of the families.

Dudley Lodge operates a non-smoking policy for staff.

Observance of the Centre's Equal Opportunities Policy will be required and to work at all times in accordance with all the Centre's policies and procedures.

Failure by a member of staff to report actual or suspected physical or sexual abuse of a child by another member of a staff or other person having contact with the child may constitute a disciplinary offence.

How to apply:

If you feel you may be suitable to join our friendly team as a Project Worker, please complete an application form, please note we do not accept CV's. We comply with safer recruitment and Ofsted regulations.



Close Date for completed applications should be sent to:

hr@dudleylodge.co.uk on or before Friday 12th September 12pm

Interviews will be held on: Tuesday 23rd September and Thursday 25th September

If you do not hear from us before interview date, please assume your application has been unsuccessful.

Please visit our website: www.hurdle.org.uk and www.dudleylodge.co.uk to find out more about who we are!

Dudley Lodge is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expect all staff and volunteers to share this commitment.

We are an equal opportunities employer and welcome applications from all suitably qualified persons.

All posts are exempt from the Rehabilitation of Offenders Act 1974. Amendments to the Exceptions Order 1975 (2013 & 2020) provide that certain convictions and cautions are 'protected' and so are not subject to disclosure and should not be taken into account. Further information about this can be found on the DBS website or at Nacro.

This post is subject to medical clearance and an enhanced DBS disclosure.



PERSONAL SPECIFICATION

JOB TITLE: Hurdle Project Worker: Family Support and Advocacy

Method of Assessment Key - A.F. = Application Form I = Interview T = Test or Exercise

CRITERIA	ESSENTIAL JOB REQUIREMENTS	DESIRABLE	Method of Assessment
Experience (Relevant work and other experience)	<ul style="list-style-type: none"> • Direct experience of working with children and families involved in child protection processes. • Experience of providing advocacy or representation to vulnerable people, ensuring their voices are heard and their rights are understood. • Experience of working with parents facing multiple and complex needs. • Experience of working independently and managing a caseload. • Proven track record of delivering consistent, high-quality support. 	<ul style="list-style-type: none"> • Awareness of community resources available to disadvantaged parents and children. • Experience of community-based work. • Experience delivering group work with parents. • Experience of meeting outcomes and targets set by funders. 	AF/I AF/I AF/I AF/I AF/I

Skills and ability E.g. relationship building. Communication etc.	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written, with the ability to adapt for parents, professionals, and diverse audiences. • Strong computer and digital skills. • Empathetic and trauma-informed, with a calm, patient and solution-focused approach. • Ability to manage and de-escalate challenging situations sensitively. • Strong listening and relationship-building skills, with proven ability to build trust with parents. • Ability to work effectively as part of a team. • Strong risk assessment knowledge and skills. 	Practical skills to support families, such as cooking, household skills, or parenting skills.	AF/I AF I AF/I I AF/I I
Training	<ul style="list-style-type: none"> • Understanding of child development and children's needs. • Awareness of cultural diversity and sensitivity to gender and cultural issues. • Willingness to undertake training and professional development. 	Trauma informed care and practice. Freedom Programme/Own My Life domestic abuse programmes	AF/I AF/I I
Education/Qualifications NB: full regard must be paid to overseas qualification		Existing NVQ Qualification or similar in working with children and families.	AF/I

		<p>City and Guilds or similar qualification in advocacy.</p> <p>Relevant training in working in a community-based and/or residential family work setting.</p>	
Other	<p>Prepared to work flexibly including evenings weekends, Bank Holidays if required, and emergency telephone on-call.</p> <p>Use of own car.</p>		<p>I</p> <p>AF</p>