

Job Description

Job Role: Family-led Decision Making (FLDM) Coordinator

Directorate: Children & Young People

Role Structure	Role Details
Directorate:	Children & Young People
Grade:	HC07
Location:	Plough Lane/ Countywide
Responsible to:	Team Leader – Family Group Decision Making

Main purpose of the role

To coordinate and facilitate Family-led Decision Making processes that bring children, young people and their families together to make their own plans to keep children safe and well. The role works in a restorative, strengths-based way, supporting families to recognise their strengths, widen their networks and take ownership of decision making.

The coordinator maintains independence and neutrality, ensuring the process is safe, inclusive and centred on the voice and experience of the child. This is a time-limited, facilitative role and does not involve case holding or delivery of therapeutic intervention. This includes working with children and families where there are identified safeguarding concerns or risks, supporting the development of family-led plans that reduce risk and promote the child's safety and wellbeing.

The FGDM Coordinator does not hold responsibility for statutory risk assessment or case decision-making. These remain with the allocated social worker or lead practitioner. The coordinator's role is to support families to understand the identified concerns, engage in the process, and develop safe, realistic plans in response. Support families to develop plans that clearly address identified risks and contingencies, ensuring these are understood by all participants and shared appropriately with the lead practitioner.



Key Duties and Responsibilities	Frequency of Task
Work alongside children, young people and families to build trusting relationships, clearly explaining the Family Group Decision Making process and supporting meaningful participation.	Daily
Identify and engage wider family members, friends and community networks, recognising that families are best placed to identify solutions when they are supported to come together.	Daily
Ensure the voice of the child is central to all activity, supporting children and young people to participate in a way that reflects their wishes, feelings and level of understanding.	Daily
Coordinate and facilitate Family Group Conferences and related meetings, creating a safe, respectful and inclusive environment where all participants can contribute.	Weekly
Be responsible for meeting with everyone invited to the Family Group Conference to help them understand how the meeting will run, support them to have their voice heard, and make sure everyone feels respected, valued, and included.	Weekly
Manage complex family dynamics with confidence, supporting open and honest conversations while maintaining a calm and balanced approach.	Daily
Maintain professional independence and neutrality at all times, ensuring families retain ownership of decision making and that outcomes are not directed by professionals	Daily
Support families to develop clear, realistic and safe plans that respond to identified concerns, ensuring these remain family-led.	Daily
Support families to develop plans that clearly address identified risks and contingencies, ensuring these are understood by all participants and shared appropriately with the lead practitioner.	
Work collaboratively with social care and partner agencies to ensure that family-led decision making remains at the heart of planning	Daily
Ensure plans are recorded clearly, including how identified risks and contingencies are addressed, and are shared appropriately with consent.	Weekly



Key Duties and Responsibilities	Frequency of Task
• Arrange and facilitate review meetings where required, supporting families to reflect on progress and adapt plans as needed.	• Weekly
• Work collaboratively with practitioners and partners to ensure that family-led decision making is understood and embedded within Families First.	• Daily
• Maintain accurate, timely records and contribute to monitoring, quality assurance and service learning.	• Weekly
• Work within safeguarding frameworks, recognising and responding to identified risks, contributing to safe planning with families, and escalating concerns appropriately in line with council procedures.	• Daily
• Identify, record and escalate any safeguarding concerns without delay, in line with council policies and procedures.	• As required
• Contribute to monitoring, quality assurance and service learning.	• Monthly
• Support embedding of family-led decision making within Families First.	• Monthly



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
Level 3 or above qualification in a relevant field (e.g. children, families, social care, education, community work)	Essential	A, I
Willingness to undertake training in Family Group Decision Making and restorative practice	Essential	A, I
Experience & Knowledge		
Experience of working with children, young people and families, including those who may find it difficult to engage with services	Essential	A, I
Experience of facilitating meetings, group work or structured conversations	Essential	A, I
Experience of working within a multi-agency environment	Essential	A, I
Understanding of safeguarding, child development and the needs of vulnerable children and families	Essential	A, I
Skills and Abilities		
Ability to build trusting relationships quickly and work alongside families in a respectful, non-judgemental way	Essential	A, I
Strong facilitation and communication skills, including the ability to manage conflict constructively	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Ability to remain neutral and independent, maintaining focus on process rather than directing outcomes	Essential	A, I
Ability to organise and manage a time-limited process effectively	Essential	A, I
Ability to record clearly and produce accessible plans and documentation	Essential	A, I
Ability to work flexibly, including evenings and weekends where required	Essential	A, I
Ability to travel across the county holds a full UK driving license and access to a vehicle.	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

