**Job Advert**

**Job Title:** Family Hubs Coordinator  
**Location:** Bridge the Gap Child Mental Health C.I.C.

10/11 St. Mary’s Gate, Derby DE1 3JR and Family Hubs across the city.

**Reports To:** Service Manager  
**Contract Type:** Fixed-Term (12 months)  
**Contract Duration:**  October 2025 – October 2026  
**Hours:** Full-Time (37.5 hours per week)  
**Salary:** £27,300 per annum  
**Application Deadline:** Monday 8th September 2025

**About Bridge the Gap**

Bridge the Gap is a community-led organisation committed to improving mental health, emotional literacy, and wellbeing for children, young people, and families.

Our work is shaped by our values: we **advocate for change**, act with **love** and **kindness**, and create spaces where children and families feel they **belong**. We are **brave** in challenging stigma, **honest** in how we work, and passionate about giving people the tools to grow, connect, and feel safe.

We are a small, dedicated team where collaboration, flexibility, and pulling together are part of everyday working life.

**The Role**

We are looking for a confident, proactive, and highly organised Family Hubs Coordinator to oversee and support the delivery of our services in Family Hubs across the region. This is a varied role that combines coordination, administration, and frontline engagement. You’ll be building strong relationships with Family Hub teams, supporting staff, managing referrals, and ensuring our services run smoothly.

The postholder will be the key link between Bridge the Gap and the Family Hub network, helping us deliver high-quality, accessible, and meaningful support for children and families.

**Key Responsibilities**

* Coordinate and oversee delivery of services across all Family Hubs where Bridge the Gap is active.
* Develop, manage, and maintain weekly schedules for staff delivering in Family Hubs.
* Act as the main point of contact for referrals, queries, and communication with Family Hub teams.
* Carry out assessment calls for 1:1 referrals, ensuring families are welcomed into the service with care and clarity.
* Support the running of sessions, courses, and holiday activities as needed.
* Attend Hub Club sessions, community groups, and events to promote Bridge the Gap’s offer and strengthen relationships.
* Maintain accurate records and documentation in line with safeguarding, data protection, and reporting requirements.
* Monitor attendance, engagement, and outcomes across hubs, producing reports for the Service Manager and Family Hub leads.
* Liaise with staff, volunteers, and partner organisations to support smooth delivery and problem-solve challenges as they arise.

**Person Specification**

**Essential**

* Experience coordinating services, programmes, or teams in a community, education, or wellbeing setting.
* Understanding of emotional literacy, child development, and positive behaviour management approaches.
* Strong organisational skills with the ability to balance multiple priorities.
* Excellent communication skills, both written and verbal.
* Ability to build positive and professional relationships with families, colleagues, and external partners.
* Confident using digital tools (e.g., spreadsheets, scheduling software, case management systems).
* Ability to measure impact effectively and be able to create reports to feedback to funders and stakeholders.
* A proactive, flexible approach with the ability to work independently and as part of a small, values-driven team.

**Desirable**

* Experience working in or alongside Family Hubs, Children’s Centres, or Early Help services.
* Knowledge of trauma-informed and inclusive practice.
* Experience of assessment or referral processes.
* Understanding of safeguarding and information governance.
* Experience presenting or analysing impact data.

**Why Join Bridge the Gap?**

* Be part of a passionate, community-focused organisation committed to early intervention and family wellbeing.
* Work in a **values-led environment** where kindness, empathy, and belonging are central.
* Join a small, supportive team where everyone pulls together and your contribution matters.
* Play a key role in shaping the impact and success of our Family Hub delivery.
* Gain valuable experience in a growing and award-winning organisation.

**How to Apply**

Please complete our online application form [here](https://forms.office.com/Pages/ResponsePage.aspx?id=lPi-33K5o0aa3p9SawgXnjS1mQV8EFZHrFqiFIiqo09UNVgxUTFaUUFFNVNVRTU1WEMyR0IxTlo3VC4u). For further information or an informal chat about the role, contact Kerry Dale info@jwbridgethegap.com.