



Family Engagement Officer

Accountable to: Deputy CEO/CEO and Trustee Board.

Location: CYCA Centre Llanelli/Llanelli primary and comprehensive schools.

Salary: £23,400 - £26,520 pro rata.

If part time and/or term time, the full-time salary quoted (based on 37 hours) will be pro-rata'd accordingly.

FTE: 37 hours per week £28,860.00 - £32,708.00

Contracted Hours: 30 hours per week.

Contract type: Permanent

Closing Date: 31st July

Interview date: Thursday 7th August

About the role:

We're seeking an experienced Family Engagement Officer to join our dedicated wellbeing team where you will provide high quality, professional tailored support to families through one-to-one sessions, facilitated peer groups, plus parenting and educational programmes. You will work alongside families as they face challenges, celebrate achievements, and navigate change with warmth, respect, and practical guidance.

In line with CYCA 's vision to support children and their families with trauma we aspire to meet individual needs rather than focus solely on a diagnosis. You will play a key role in empowering parents and carers to feel confident, supported, and equipped, helping families to thrive.

Benefits at CYCA

- Workplace Pension Scheme.
- 28 days annual leave plus 8 bank holidays.
- Excellent career progression pathway.
- Travel expenses.
- Additional training to support the role.
- Flexible working.
- Free counselling or wellbeing support.

Duties and Responsibilities

- One-to-one family support.
- Group facilitation and parent education.
- Supporting transitions.
- Safeguarding and collaborative working.

- Record keeping and reflective practice.
- Signposting to partner agencies.
- Contribute to writing bids, newsletters, trustee reporting and evaluation of services for funders.
- Professional development and supervision to school staff.

Essential Skills and Experience:

- Level 5 Trauma Informed Practice or Degree equivalent in a relevant field.
- Knowledge of neurodiversity and neurodevelopmental disability, the challenges they face and how families can support their children at different life stages
- Experience working with children, young people and those transitioning into adulthood in an early year's, youth work or family support setting.
- Knowledge/awareness of reasonable adjustments, strategies and supportive mechanisms to meet the needs of children and families impacted by trauma.
- Ability to provide reliable support to parent/carers and to act with integrity.
- Clear communication skills and an ability to professionally represent CYCA both internally and externally.
- Strong organisational skills, with an ability to manage a diverse workload with competing demands.
- Ability to plan programmes and facilitate groups to meet the needs of vulnerable families.
- Clear verbal and accurate written skills with the ability to write and present clear and comprehensive reports.
- Experience in safeguarding children, data protection, equal opportunities and diversity legislation and best practice.

Desirable:

- Welsh speaker.

All posts are subject to a clear enhanced DBS check. It is a requirement of the post that one referee is your current or past /Manager.

If you are interested in applying for the position, please contact lianna@cycaonline.org for an application form. All applications need to be returned to tracy@cycaonline.org when completed

To request an informal discussion regarding this role please email Tracy Pike MBE, CEO tracy@cycaonline.org