

## JOB DESCRIPTION & PERSON SPECIFICATION

### ROLE DETAILS

<b>POST TITLE:</b>	Family Support Worker
<b>RESPONSIBLE TO:</b>	Senior Project Mgr-Family Support & Engagement
<b>HOURS:</b>	37.5 hours per week (Job Share/ Part Time Options may be available.)
<b>TERM OF POST:</b>	Permanent

### ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a National Charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is going through an exciting period of growth having moved to a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast moving Charity at a time when it will attract national and international attention.

The services of Caudwell Children enrich the lives of our children and families through the delivery of high quality person centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

### POST OUTLINE

This is a permanent post as a member of the Family Support Team. Supporting families to access accurate, relevant and useful support and information from friendly, supportive and understanding staff and volunteers.

This role requires collaborative working with internal teams, including the Children and Family Services Department, Multi-Disciplinary Team (MDT), Applications Department and Volunteer Department.

Team members are also required to liaise with external organisations including health, social care, educational services, statutory and independent sector services.

## **DUTIES & RESPONSIBILITIES**

### **Main Duties:**

- Work as an effective member of the Family Support Team.
- Provide 'wrap around' support to families accessing Caudwell Children's Autism Service from application to case closure.
- Provide scheduled, telephone support calls to families following their ASD assessment.
- With volunteer support, provide reception cover on the clinical and main reception.
- Respond to telephone, written and electronic enquiries.
- Support triage and maintain team 'inboxes'.
- Attend feedback meetings and support families to receive their assessment outcome.
- Support families whilst at the Caudwell International Children's Centre (CICC). Specifically, meeting and interacting with families in a helpful, courteous and friendly manner.
- Carry out online research to provide families with useful, meaningful resources, signposting and information.
- Support and oversee volunteers carrying out tasks to aid service delivery.
- Support volunteers and the wider team to respond to our LIVE CHAT! Service and general signposting and information service.
- Build positive relationships with families accessing Caudwell Children services maintaining a 'family-centered' approach.
- Build up knowledge and understanding of community and statutory services available to families. Such services include parent/ carer groups, special educational provision/ education, EHCP's, Social Services, Health, CAMHS and voluntary services.
- Contribute actively to the required monitoring of outcomes for Caudwell Children's services.

- Create and maintain high quality, accurate records on our bespoke internal database.
- Effectively contribute to the safe and smooth running of Caudwell Children's services.
- Assist in preparing rooms for activities and families, ensuring the room and activities are safely tidied away at the end of the session.
- Be professionally accountable for all aspects of your own work, including the safe management of children, young people and families in your care; to ensure a high standard of practice for all.
- Support children and young people in an efficient and safe manner, reporting assessment results and problems identified accurately back to the relevant member of the MDT.
- Assist and supervise volunteers carrying out their roles as part of the Family Support Team.
- Liaise with members of the MDT and other Charity departments in a professional and timely manner as appropriate.

#### **Customer Care/Quality Assurance:**

- Support service teams to ensure, where possible and appropriate, children and families are involved in future programme planning and delivery.
- Communicate with children, families and all stakeholders in a way that respects their views, autonomy and culture.
- Uphold the principles and practice of customer care and continuous improvement.
- At all times, afford service users, colleagues and stakeholders the dignity and respect to which they are entitled with full regard to the organisations Equality and Diversity Policy.
- Ensure that customers/ stakeholders are enabled to comment and complain about any of the services they receive, ensuring all comments and complaints are dealt with promptly and in accordance with organisational policy and procedures.
- Confidentiality and data protection regarding all personal information and Caudwell Children activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations 2018.
- Contribute and co-operate fully with any regulatory or organisational inspections/audits.

#### **Health & Safety:**

In addition to the organisations overall responsibility for your health and safety, you have a personal responsibility for your own health and safety. As such you are required to:

- Have an awareness of relevant health and safety regulations and legislation.
- Be responsible for your own health and safety and that of anyone else whom your acts and omissions may affect.
- Maintain a professional and hygienic personal appearance at all times.
- Inform your line manager and facilities of any safety issues you identify that could affect you or others in the workplace.
- Co-operate fully with management and colleagues at all times in achieving safer working practices.
- Have knowledge of a range of safer handling and mobility skills relevant to the management of children, young people and families in your care, including safe use of transfer equipment.
- Use equipment when necessary and as instructed (as appropriate to your role), which will include checking the equipment is safe to use, prior to its use, reporting any defects immediately to your line manager/ facilities.
- Be responsible for the implementation and adherence to organisational health and safety policies and procedures for areas within your remit.
- Ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.
- Ensure your work adheres to Health and Social Care Act 2008, Code of Practice for the Prevention and Control of Infections and Related Guidance as applicable to your role.
- Report any concerns of potential abuse of a service user in line with the organisations Safeguarding Policy and procedures.

### **Resource Management:**

- Ensure maintenance and security of physical, financial and information resources, where applicable.
- Effectively maximise all resources available in the course of your duties, minimising waste and working within budgets.
- Ensure that all resources and utilities are used prudently and that any waste is minimised. Manage, monitor and maintain budgets agreed by management.
- Ensure stock levels of equipment are maintained and checked regularly, as appropriate to your role.
- Where appropriate, participate in the recruitment, induction and retention of team members as appropriate to your role.

### **General:**

- If applicable, ensure compliance with professional standards in relation to your relevant professional governing body (RCOT, RCSLT, NMC, BPS, CIPD, CIMA, ACCA, AAT, CIM, etc.) or equivalent.
- Adhere to your professional body's regulations, ensuring registration is maintained at all times, where applicable.
- Demonstrate commitment to ongoing personal and professional development, maintaining professional portfolios and training profiles.
- Keep up to date and integrate any relevant new initiatives, regulations and legislation as appropriate to your role.
- Where appropriate, develop and maintain links with other professionals in the same specialist field of work.
- Keep comprehensive and accurate records in relation to your role and in accordance with organisational policies and procedures as well as local, professional and national guidelines.
- Attend training as appropriate to the role, applying knowledge gained to the workplace.
- Engage in Support and Supervision sessions, where appropriate, to reflect on practice enhancing communication and quality of service.
- To work effectively and collaboratively as a member of the team, building and maintaining good working relationships with all colleagues, stakeholders and professionals from external agencies.
- Creation of comprehensive and robust information monitoring that is shared at all levels of the Charity and allows clarity and understanding of performance.
- Understanding what information is important to all other functions, including the CEO, and leading on how this is best delivered.
- Understanding how performance might affect delivery in other parts of the Charity and working closely to provide it.
- Ensure compliance with statutory and non-statutory bodies, including CQC, ISO 9001 and the Health & Safety Executive.
- Adhere to all Caudwell Children policies and procedures.
- Demonstrate commitment to Caudwell Children's mission, vision and values.
- On occasion and when necessary work flexible hours to meet the needs of the business.
- Willingness to travel in order to fulfil the needs of the post.

This Job Description indicates only the main duties and responsibilities of the post and is not intended as an exhaustive list. The post holder may be asked to carry out other duties from time to time. The Charity reserves the right to amend this Job Description from time to time, according to business needs.

## **PERSON SPECIFICATION**

## **Essential Criteria**

- Education to GCSE level including numeracy and literacy (level 2 qualification or equivalent)
- Level 3 or NVQ 3 in social care related subject or equivalent
- Proven experience in a Health, Education or Social Care setting
- Experience of working with members of the public/families
- Working as part of a team
- Knowledge of childhood developmental milestones
- Knowledge of safeguarding principles and their application when working with children and families
- Proven ability to work with a high degree of accuracy, timeliness and effectiveness
- Excellent communication skills both verbal and written
- Range of IT skills including electronic communications
- Able to work independently, recognising when to seek guidance
- Able to motivate, support and pass on knowledge to others
- Promotion of independence
- Able to work well in multi-disciplinary team environment but also acts on own initiative
- Ability to prioritise work
- Ability to work without the need for direct supervision
- Ability to plan and prioritise workload
- Ability to relay information to families in an understandable format
- An openness and willingness to learn new skills and to put these into practice
- A personal commitment to the organisations values and principles
- A commitment to the principles and practice of continual improvement and the provision of personalised services
- A commitment to uphold the rights of children; vulnerable and disabled people
- A commitment to the organisation's approaches to equality and diversity
- A positive 'can-do' attitude
- Ability to demonstrate a flexible approach to work
- Able to meet the physical requirements of the role after reasonable adjustments have been made for illness or disability
- Undertake personal and professional development in order to meet the changing demands of the job
- Able to travel to meet the needs of the post

## **Desirable Criteria**

- Specific qualification in field of family support, assessments, child observations, etc.
- Experience of training others
- Experience working with children/adults with autism
- Working knowledge of supporting children/ adults with a learning disability and/ or complex needs
- Knowledge of neurodevelopmental disorders e.g. ADHD
- Knowledge of the roles of statutory and voluntary agencies
- Experience of working with statutory and third sector organisation's
- Experience of working in ISO regulated organisations
- Experience of working in CQC regulated organisations
- Experience of working with volunteers

## **DISCLOSURE & BARRING SERVICE CHECKS**

The Charity is committed to safeguarding children and young people and therefore adopts a Safer Recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for an Enhanced with barred lists DBS check.