



Families InFocus (Essex) Job Description

Job Title:	Family Support Adviser
Salary:	FTE £23,166 - £24,717 per annum (depending on experience)
Responsible to:	Senior Family Support Adviser
Hours of work:	25 to 37 hours per week (flexible)
Annual Leave:	24 days per annum pro rata

Main Purpose of the Job:

To use well developed experience, expertise, together with knowledge of recent reforms and legislation (e.g. Welfare, Special Educational Needs and Disability reforms and Children and Families Act 2014), to help any Essex family who has a child/young person with any disability or special need, requiring quality advice, information, practical and emotional support across a wide range of issues to achieve positive outcomes that will benefit the whole family.

The post-holder will be responsible for own case work (targets) and will need to work collaboratively with other key professionals (across health, education, social care and housing) to enhance multi-agency, integrated working practices and demonstrating families' confidence and ability to effectively take part in person-centred assessment and planning processes.

Specific Job responsibilities:

- To provide consistent and current information, sound advice, practical and emotional support to families (parent carers) with children/young people with SEND and young people directly (as appropriate) across a wide range of issues including:-
 - ~ Disability related benefits for the child/young person & family support e.g. Disability Living Allowance (child/young person) including preparing for and attending appeals and tribunals; Personal Independence Payment (young people 16+); Family Fund, Carers Allowance, Employment Support Allowance and other financial support including tax credits and debt advice. Housing and social care issues.
 - ~ All SEND educational issues including support and representation at tribunals; new Independent IAS responsibilities; SEN support; Independent Support (national programme) offering impartial advice and support to parents/young people as they begin the process or transfer from Statements to Education, Health and Care Plans together with information on options for Personal Budgets and the 'Local Offer'.
- This support could be provided via:
 - ~ 1:1 face to face, telephone helpline, outreach through home visits to families assessed as needing additional support, accompanying to multi-agency/planning meetings and group advice surgeries.
 - ~ Contributions to local events/briefings, group information sessions, parent/carers drop-ins, information stand at Activities Club.
 - ~ On-line services via e-mail, e-bulletins, social media (e.g. Face book/Face Time/Skype), report and letter writing and signposting to other websites/sources of information.
- To empower and support parent carers and young people, quickly building a supportive and trusted relationship with the family, helping to identify the strengths and needs of individual family members ensuring they understand and are confident about options for their child/young person's educational attainment, social learning, development,

achievement levels, contributing to aspirational as well as realistic short/medium/long-term outcomes crossing different aspects of their life, including building their resilience.

- To identify and engage with relevant agencies (statutory, voluntary organisations and other groups) as appropriate to assist families in accessing appropriate services and to support cross-referrals/signposting.
- To facilitate mutual support amongst families and individuals attending drop-ins and other facilities, and to enable them to make best use of the services available.
- To organise, attend and facilitate specific group activities and events (e.g. drop-ins, workshops/talks for parents/carers and professionals, activity club, outings) including undertaking risk assessments, health and safety, record keeping systems, ensuring compliance with relevant legislation at all times.
- To work collaboratively with other key professionals (health, education, social care and housing) to enhance multi-agency and integrated working practices, contributing to plans to achieve better and co-ordinated outcomes for families.
- To carry out the necessary administration and diligently keep appropriate user records, presenting issues (case management system), and statistics up to date, providing data/case studies in a timely manner for monitoring reports.
- To keep up to date with new policies, reforms and commitment to continuous personal and organisational development. To undertake and pass the Independent Support training provided by National Children's Bureau and complete relevant training in Safeguarding, SEND reform and EHC planning.
- To assist with the training and support of volunteers engaged in a variety of tasks and to ensure that confidentiality is observed at all times by volunteers who assist with activities.
- To raise the profile of the organisation through building trusting relationships with families and professionals and networking.
- To work flexibly as required by the nature of the post which will entail working in the school holidays and attendance at some evening and weekend activities.
- To carry out other duties that may be allocated from time to time and to contribute to the smooth running of the office and 'team working'.
- To take part in social, cultural and fundraising activities of the organization.

Underpinning job responsibilities

- At all times to promote safeguarding of children, young people and vulnerable adults
- To contribute to good practice and development of projects/services including evaluations as required, feeding up strategic issues or trends as these are identified
- To be an effective member of the team, attending regular team meetings and supervisions
- To maintain confidentiality of information at all times
- To adhere to policies and procedures of Families InFocus (Essex)

Person Specification

Attributes	Essential	Desirable
Education & Qualifications	<p>Professionally qualified by suitable demonstrable experience</p> <p>Full driving licence and ability to travel freely within the county</p>	Educated to degree level in an area related to the Job Description

Experience & Knowledge	<p>A proven ability to work pro-actively and lead on complex family support work involving families (and professionals) in a collaborative manner, identifying their support needs, plan and implement positive and measurable outcomes</p> <p>Demonstrate an understanding of (and empathy for) the issues facing children and young people with SEND and their families, and a commitment to improving the quality of support for families</p> <p>Experience of working directly with families and/or young people with special educational needs or disabilities on a range of issues e.g. disability welfare benefits, SEN educational issues, health and social care</p> <p>Knowledge and rigorous compliance of Safeguarding/Child Protection, Health & Safety legislation and procedures and experience of carrying out robust risk assessments</p> <p>Knowledge/understanding of the new SEND reforms (Children and Families Act 2014)</p> <p>Experience of partnership working and building excellent working relationships with a wide range of other professionals</p>	<p>Knowledge/experience working on SEND reforms e.g. personal budgets, local offer etc.</p> <p>Experience of delivering professional presentations and training sessions</p>
Abilities & Skills	<p>Emotional and practical availability to motivate, support and empower others leading to positive change for families with children and young people with SEND</p> <p>Excellent organisational skills, ability to manage multiple priorities, work to deadlines and work on own initiative without day to day direction whilst maintaining a commitment to team work</p> <p>High level of self-motivation, consistently reliable and conscientious and adaptable to change</p> <p>Ability to communicate clearly and sensitively, including excellent listening and communication skills (verbal and written)</p> <p>Excellent interpersonal skills and a positive, 'can-do' approach</p>	<p>Ability to write SMART objectives and outcomes</p> <p>Basic counselling skills</p>

	<p>Ability to be resourceful and seek out information, suggestions or possible solutions for families/young people</p> <p>Strong IT skills. Proficient in Microsoft Office, Internet/Email. Use of specialist case/contact management database will be required for tracking/reporting (training will be provided)</p> <p>Ability to present different options in an honest and transparent way</p> <p>Ability to empower individuals where possible and build their own confidence and resilience</p> <p>The ability to work using own initiative and as part of a multi-disciplinary team</p> <p>Ability to prioritise, plan ahead and meet targets and deadlines (especially those agreed with families)</p> <p>Ability to work flexibly, which may include weekends, early mornings and evening work when necessary and responding to the role as the service develops over time</p> <p>Ability to demonstrate understanding of equal opportunities and the value of inclusion and diversity</p> <p>Ability and willingness to travel across Essex and to undertake visits in the homes of parent carers or other suitable venues (adhering to the Lone Working policy)</p>	
--	---	--

Families InFocus (Essex)

Summary of Main Terms and Conditions of Employment

Position:	Family Support Adviser
Salary:	FTE £23,166 - £24,717 per annum (depending on experience). Pro rata depending on number of hours. Paid monthly in arrears at the end of each month by payment to bank account.
Length of Contract:	Employment is subject to on-going funding being obtained for the post.
Hours of work:	25-37 hours per week (Normal full working week is 37 hours) Family Support Advisers will be required to work flexibly according to when parent carers and/or young people want to be supported, including ability to attend early morning meetings and after school as required. Some evening and weekends required to meet demands of the job/organisation, for which time off in lieu is given.
Place of work:	Office based in Chelmsford. Position requires flexible – ‘hot desking’/mobile/remote working and travel across Essex, especially in Mid and South Essex. Own transport is essential.
Annual Leave:	24 days entitlement for full time employees plus 8 paid public holidays. Pro-rata for part-time employees.
Pension:	After completion of 6 months satisfactory service, eligible staff are automatically enrolled into our workplace pension scheme with the Creative Pension Trust, managed by Scottish Widows. Current employer contributions are 10% of basic salary. A cash enhancement option (9% of basic salary after administration costs) is available for those who opt out.
Probationary period:	Confirmation of employment is subject to successful completion of a probationary period of 3 months.
Notice for termination:	4 weeks on either side.
Starting date:	Immediate start or ASAP. Appointment is subject to satisfactory references and an Enhanced Disclosure and Barring Service check.

May 2017