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**Job Description**

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| **Job Title:**  | Family Support Adviser  |
| **Salary:** | FTE £24,491 - £25,991 per annum (depending on experience) |
| **Responsible to:** | Senior Family Support Adviser or CEO |
| **Hours of work:** | Flexible |
| **Annual Leave:** | 24 days per annum pro rata |

**Main Purpose of the Job:**

To provide individualised support to families who have a child or young person (CYP) who has any special educational need or disability (SEND), which builds resilience, empowers families and enhances the quality of life for the family and child.

You will be responsible for your own case work (and targets) and will need to work collaboratively with other key professionals (across health, education, social care and housing) for the benefit of families and children with SEND.

**Specific role responsibilities:**

* Provide up to date and accessible information, advice and guidance for families and children and young people (CYP) across a range of issues including:
	+ Disability related benefits for the CYP & family, for example Disability Living Allowance, Personal Independence Payments, Family Fund, Carers Allowance, including preparing for and attending benefits appeals and tribunals.
	+ Housing and social care issues.
	+ All SEND educational issues including information, advice and support with Education, Health and Care (EHC) needs assessment and EHC plans (including preparing for and attending appeals and tribunals), One Planning, SEN support.
* Support will be provided to families whether or not a formal diagnosis is sought.
* Provide families with emotional and practical support – building a supportive and trusting relationship with the family to identify outcomes and tailor the work to the unique needs of each individual family and CYP. Support will empower families by building their knowledge and confidence.
* Advice and support can be provided by:
	+ 121 sessions online and face to face, via telephone and accompanying families to multi-agency meetings. There may be a requirement for home visits after a thorough risk assessment process.
	+ Organising and holding group coffee mornings / evenings to provide families with information and help families develop peer support networks.
	+ Online and in-person group workshops on topics such as One Planning, benefits renewals etc.
* Empower parents, carers and young people themselves, quickly building a supportive and trusted relationship with the family, ensuring they understand - and are confident about – the options for their child or young person’s educational attainment and social development.
* Identify and engage with relevant statutory and voluntary agencies. This includes working with SEND teams in the local authority, health professionals and other non-statutory organisations to deliver the service.
* To work regularly at our weekend activity clubs for CYP and their families and siblings, setting up and putting away equipment, overseeing volunteers and supporting families.
* Raise the profile of Families InFocus (Essex) through building trusted relationships with families and professionals.
* Undertake risk assessments for in-person group activities such as coffee mornings and evenings.
* Keep accurate and up to date records of your work and attendance at events using our database (charity log).
* Keep up to date with new policies and reforms, and local practice and policy.
* Assist in the recruitment and training of volunteers, and directly supervise volunteers working in your area.

**Underpinning job responsibilities**

* At all times promote the safeguarding of CYP and vulnerable adults
* 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.
* To take part in the social, cultural and fundraising activities of the organisation.
* Contribute to good practice and development of projects/services including evaluations as required, feeding up strategic issues or trends as these are identified.
* Be an effective member of the team, attending regular team meetings and supervisions
* Maintain confidentiality of information at all times
* Adhere to policies and procedures of Families InFocus (Essex)

**Person Specification**

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| **Attributes** | **Essential** | **Desirable** |
| Education & Qualifications | Full driving licence and ability to travel freely within North East Essex | Educated to degree level in an area related to the Job Description |
| Experience & Knowledge | 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, and planning and implementing positive and measurable outcomesDemonstrate 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 familiesExperience 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 careKnowledge and rigorous compliance of Safeguarding/Child Protection, Health & Safety legislation and procedures and experience of carrying out robust risk assessmentsExperience of partnership working and building excellent working relationships with a wide range of other professionals | Knowledge/experience working on SEND reforms e.g. personal budgets, local offer etc.Experience of delivering professional presentations and training sessionsKnowledge/understanding of the SEND reforms (Children and Families Act 2014).Knowledge of NDCs specifically and experience of working in the NDC field. |
| Abilities & Skills  | Emotional and practical ability to motivate, support and empower others leading to positive change for families with CYP with SEND. 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. Able to prioritise, plan ahead and meet targets. High level of self-motivation, consistently reliable and conscientious. A positive, ‘can-do’ approachAbility to communicate clearly and sensitively, including excellent listening and communication skills (verbal and written) Excellent interpersonal skills and able to empower individuals where possible and build their own confidence and resilience.Ability to be resourceful and seek out information, suggestions or possible solutions for families/young people. Able to present different options in an honest and transparent way.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)Be adaptable to change.A clear understanding of equal opportunities and the value of inclusion and diversity | Ability to write SMART objectives and outcomesBasic counselling skills.Experience of Charity Log database. |

# Families InFocus (Essex)

# Summary of Main Terms and Conditions of Employment

**Position: Family Support Adviser**

**Salary: FTE** £24,491 - £25,991 per annum (depending on experience).

Paid monthly in arrears at the end of each month by payment to bank account.

**Length of Contract:** 6 months.

**Hours of work:** Family Support Advisers will be required to workflexibly according to when families want to be supported, including early morning meetings, after school and some evening and weekend work.

**Place of work: From home, and covering Maldon and the surrounding areas.** You will need to travel regularly (at least once a fortnight) to our headoffice based in Chelmsford. 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 3 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 8% of basic salary.

 **Probationary period:** Confirmation of employment is subject to successful completion of a probationary period of 6 months.

Appointment is subject to satisfactory references and an Enhanced Disclosure and Barring Service check.

January 2022