Job Description
Family Visiting Coordinator – Tower Hamlets’ Building Bridges Service

FAMILY ACTION GRADE 2 points 16 to 19
£25,821 to £28,091

DEPARTMENT Operational Services

LOCATION Tower Hamlets

HOURS 14.8 hours per week

REPORT TO Tower Hamlets’ Building Bridges Co-ordinator

Function:
To co-ordinate the provision of family visiting facilities for families where a parent is hospitalised due to mental ill health and supervise Family Support Workers as part of this.

To work directly with families to maintain and improve relationships by helping children and young people to understand their parents mental ill-health and by helping parents, affected by mental ill-health to engage positively with their children.

To establish and maintain effective liaison with hospital staff and community mental health teams on both issues relating to individual cases as well as the overall development of the service.

Principal Accountabilities:

1. To assess and where appropriate, allocate referrals of families where there is a need for the family visiting facility.

2. To develop and publicise the family visiting service within the hospital setting as well as in the wider community.

3. To work with families referred to the service, on an outreach basis where necessary, and to supervise, advice and support family support workers so that they can also provide the service.
4. To work within local Child Protection Guidelines liaising with other professionals, in statutory and other agencies where appropriate on all matters relating to the safeguarding of children.

5. To ensure the family visiting room is maintained in a good condition and that it is used solely for the purpose as outlined in the agreement with the Hospital Trust.

6. To ensure the room is equipped with suitable materials for use by children and their parents and that there is information produced and available, including in community languages for assisting children understands of mental health issues.

7. To operate an effective booking system for the family visiting room.

8. To develop and maintain policies and procedures around the use of the Family Visiting room to ensure the safety of children, their parents and hospital and community staff.

9. To keep detailed records, prepare reports, establish and maintain regular and effective monitoring and quality assurance systems for all aspects of the work and to participate actively in regular service reviews and evaluation.

10. To keep abreast of developments in parental mental health and its effect on child development and well-being and to represent Family Action on these issues.

11. To share expertise in parental mental health with other Family Action team members and workers in other local agencies in order to ensure best practice across the service.

12. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adults.

13. To comply with Family Action’s Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
14. To comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.

15. To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:

- Being people focused
- Reflecting a ‘can do’ approach
- Striving for excellence in everything we do
- Having mutual respect for everyone we work with, work for and support through our services.

16. To undertake training according to the needs of the service.

17. To work flexibly including evenings and weekends as may be required by the needs of the service and to carry out any other reasonable duties.
Person Specification
Family Visiting Coordinator – Tower Hamlets’ Building Bridges Service

1. Experience of working with issues of mental health.

2. Experience of working with families

3. **At least three years unqualified experience** working with adults with mental health illness and/or with children who are in need/at risk or a **relevant professional qualification**, e.g. social work, psychiatric nursing, health visiting, counselling/family therapy.

4. Knowledge and understanding of the needs and development of children and adults and of the potential impact of deprivation and mental illness on their behaviour, development and emotional wellbeing.

5. Knowledge and understanding of the issues related to the safeguarding of children and young people

6. The ability to communicate with parents and children of all age groups.

7. An understanding of the impact of social exclusion and discrimination and a commitment to equality of opportunity, including experience of working with service users from diverse backgrounds with a proven ability to respect and respond sensitively to their needs.

8. The ability to induct, support, and supervise individuals

9. The ability to relate to and liaise with a professional multi-disciplinary team.

10. A commitment to service user involvement, as well as the ability to listen to and influence others through effective interagency liaison.

11. Excellent organisation and administration skills.
12. An understanding and some experience of evaluating/reviewing service outcomes in order to deliver a quality service.

13. Good oral and written communication skills, ideally including basic computer skills.

14. Must be willing to work early evening and some week-end hours.