**JOB DESCRIPTION**

**DIGITAL & TELEPHONE SUPPORT WORKERS**

**JOB TITLE: Sessional Digital & Telephone Support Workers**

# **LOCATION: Office based in Forest Hill, LONDON SE23**

**HOURS:** **6pm-10pm Mon – Fri and 10am-1pm Sat-Sun as required, sometimes at short notice to cover staff absence**

**GRADE: 2 point 11 - 14**

**SERVICE: Special Guardians Support Service**

**RESPONSIBLE TO: Service Coordinators**

**JOB FUNCTION**

Family Action has launched an innovative new telephone and digital service which provides specialist on demand advice and support to meet the specific needs of Special Guardians. With oversight from the service coordinator, the Digital and Telephone Support Workers have direct contact with Special Guardians and professionals accessing the service, providing relevant support and information on a variety of subjects relating to raising a child or young person on a Special Guardianship Order. The Service is available between the hours of 6pm – 10pm Mon – Fri and 9am – 1pm Sat – Sun. A bank of sessional staff complements the permanent team and cover periods of staff absence.

**PRINCIPAL ACCOUNTABILITIES:**

1. Deliver a professional and coordinated service to Special Guardians either digitally or by telephone, by responding in a professional and timely manner and providing relevant, up to date advice, information and support.
2. Work in partnership with the project manager and service coordinators and other colleagues to ensure a well coordinated delivery plan and shared vision.
3. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adults.
4. Work closely with colleagues and partners supplying and supporting the digital/telephone platform through which service delivery will be carried out, ensuring any issues are reported and action is taken immediately.
5. Ensure case management is of a high standard and relevant details of all contact is recorded.
6. Support the project manager and service coordinators in planning, monitoring and reviewing the development of the service in line with identified priorities, targets and outcomes. Contribute to monitoring reports as directed by the project manager. Implement revisions to service delivery as required.
7. Attend and actively participate in team meetings and other meetings as required by the Project Manager.
8. Actively take part in Family Action’s formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
9. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action’s portfolio of services and being an ambassador for the work.
10. 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

1. Implement Family Action’s Equality & Diversity Policy and 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.
2. Comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.
3. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

**PERSON SPECIFICATION:**

1. A recognised professional qualification in social work or social care, health, education or equivalent experience, and evidence of a commitment to continuing learning and professional development. Knowledge of Special Guardianship Orders would be an advantage.
2. Experience of working in services which deliver positive outcomes for children and families and demonstrable personal experience of successfully delivering support either face to face or by telephone.
3. A good understanding of safeguarding issues and a commitment to Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adults.
4. Excellent interpersonal skills including the ability to engage a range of audiences such as special guardians, young people and professionals on the telephone or via email etc.
5. An understanding of the development needs of children and the challenges of parenting, and the impact of deprivation and marginalisation on communities, families and individuals.
6. An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
7. A commitment to Family Action’s Equality & Diversity Policy and 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.
8. Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems.
9. Ability to work outside of regular business hours and to be flexible to meet the needs of the service.
10. Ability to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:

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