Job Description and Person Specification
Family Link Worker

Salary: Grade 2 Points 11 – 15
Hours: 22 hours per week
Contract: Fixed Term Contract until March 2019
Location: Rochdale
Service: Children’s Acute and Ongoing Needs
Reports to: Project Coordinator

Function:
This post sits within the Acute and Ongoing Needs Service for Children in Rochdale, Heywood and Middleton. The Family Link Worker will provide family support including practical and emotional support to families who have children with complex health care needs and who are struggling to manage numerous health appointments. The role works alongside the health professionals involved with the families to develop an individualised support plan following a holistic integrated assessment; this also includes Early Help Assessments. As a Family Link Worker you will also offer advocacy to ensure the parents and children’s voices are heard whatever their communication needs and will identify and address cross organisational challenges.

As a Family Link Worker you will work closely with the Project Coordinator and all agencies involved with the families across health, education, social care and voluntary sector. This will also include links with adult services where either there are requirements for transition planning to adult services or where the parents are receiving adult service support.
To be successful in this role you will need a Level 3 qualification or above in Health and Social Care, Early Years, Social Work, Counselling or equivalent. You must be pro-active, have a great eye for detail, excellent organisational skills, strong communication skills and experience of working with children who have complex health care needs and their families. You must be passionate and sensitive about effecting change, and empowering families.

All staff within Family Action need to evidence their commitment to our values which are Can Do, Excellence, People Focused and showing Mutual Respect.

Principal Accountabilities:
1. To work with children who have complex needs and, their families and other agencies across a range of services, to assess their support needs and draw up, implement and review support plans in line with the aims of the service.

2. To work alongside children and their parents/carers mostly in their homes, offering
practical and emotional support and creative responses to their needs. Family Link Workers will be responsible for supporting a case load at any one time.

3. To work closely in partnership with a range of multi-agency partners including health, GP’s Community Mental Health Teams, Children’s Social Care and other relevant agencies, including health and, education, and assist service users to access, build and maintain effective relationships with them.

4. To develop ways of fostering resilience in children and young people and help to promote and foster their independence by strengthening their families through individual sessions, part and whole family sessions, social and educational activities.

5. To offer holistic assessments with the family including Early Help Assessments.

6. To ensure that family working support is sensitive to the needs of adults whilst the needs and wishes of children remain paramount. To identify and monitor closely any child protection issues and to notify management of any concerns immediately.

7. To keep excellent service user records, write reports and ensure information is maintained and up to date at all times. Record case work on bespoke system.

8. To be able to participate and contribute in planning, strategy, case conference meetings with external agencies and to involve service users in case planning meetings.

9. 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.

10. To comply with Family Action’s Confidentiality, 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.

11. To comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.

12. To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of 'building stronger families’ by: a) Being people focused b) Reflecting a ‘can do’ approach c) Striving for excellence in everything we do d) Having mutual respect for everyone we work with, work for and support through our services.

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

14. 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
1. A Level 3 qualification or above in Health and Social Care, Early Years, Social Work, Counselling or equivalent.

2. Experience of working with children who have complex health care needs and their families.

3. Have experience and skills in undertaking holistic whole family assessments and risk assessments.

4. An understanding of the barriers and challenges parents may face when trying to support the needs of their child.

5. An understanding of good parenting and knowledge of child protection, child development and mental health.

6. An understanding and professional manner, with an ability to use initiative creatively when working independently with families.

7. An ability to work collaboratively with families who may be at risk, to identify their support needs, plan, implement and monitor emotional and practical support to them. Some experience of facilitating groups would be advantageous.

8. Experience of multi-agency working.

9. An interest in the role of statutory and voluntary organisations providing care and the ability to negotiate with other service providers and to influence their response in order to improve the service provided to families under your care.

10. An understanding of the impact of discrimination on the lives of those from minority ethnic communities and others that experience social exclusion, and an ability to work with people from diverse backgrounds.

11. Excellent verbal communication skills and the ability to keep good written records and to give accurate information to a diverse user group.

12. Good IT skills to be utilised for recording purposes and preparing reports plus use of Email.

13. An ability to work independently and as part of a team within a framework of policies and procedures.

14. An ability to receive training, advice and constructive feedback in regular supervision and appraisals.

15. An ability to work flexibly, early in the mornings, early in the evenings and/or at weekends.
16. Essential Car user – Access to a vehicle and a clean driving licence is essential.

17. To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
   a) Being people focused
   b) Reflecting a ‘can do’ approach
   c) Striving for excellence in everything we do
   d) Having mutual respect for everyone we work with, work for and support through our services