



JOB DESCRIPTION

Job title: Family Support Worker

Service: Norfolk and Waveney ASD/ADHD Support Service

Salary: Grade 2 Point 11 – 15

Hours: 15 hours per week

Location: Homebased covering Norwich and North & South Norfolk

Responsible to: Central Area Coordinator

Key tasks and responsibilities:

1. To work alongside the Co-ordinators, Family Support Workers and Project Workers across the County to deliver and develop the new Norfolk and Waveney ASD/ADHD Support Service.
2. To set up and facilitate support groups for families in the area. To include parent led groups and parent forums and the development of co-production, the Solihull course for parents and the NCHC Positive Behaviour Strategy (PBS) Course for Parents and Carers
3. To offer individual support to parents referred to the project over the telephone and this support to include giving information advice and guidance; signposting; referring to other agencies as appropriate and if appropriate attending relevant family support meetings. This may also include occasional home visits.
4. To develop relationships with schools and pre-schools to support families and to support parents at meetings, (eg FSP meetings, Permanent Exclusion Meetings, SEND meetings), as appropriate.
5. To work with the other Family Support Workers to develop working relationships with local agencies and services to support children and their families and particularly with the NCHC Neurodevelopmental Teams.
6. Developing an understanding of the assessment pathway in order to advise and support families
7. To use Inform, Family Action's case management system, to keep detailed case records including outcome measures and to assist in the preparation of reports.
8. To actively participate in service reviews and evaluations as required and to attend relevant multi-agency meetings.
9. To support the team in recruiting, training and supporting volunteers.
10. 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



11. 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.
12. To comply with 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.
13. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
14. To 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 minimum of two years working, as an employee or a volunteer, with families and children in the community. A relevant qualification in children and family work is desirable but not essential.
- 2 Experience of delivering programmes for parents and of facilitating group work.
- 3 Experience of working within a community multi-agency setting and an understanding of the importance of working holistically with families.
- 4 A good understanding of the impact that factors such as drug and alcohol abuse, domestic violence and parental mental illness can have on children's development and on families and the impact of disadvantage and social exclusion and a commitment to, and willingness, to promote inclusion and equality of opportunity for all.
- 5 A good understanding of child development and in particular of ASD and ADHD and the impact this can have on children and their families.
- 6 Some knowledge of the SEND Local Offer, EHC Plans and how schools can support children with additional needs.
- 7 Some experience of working with, and supporting, volunteers.
- 8 A commitment to community participation, service user involvement and co-production.
- 9 Excellent verbal and written communication skills and confidence in using a computer to record casework, write reports and input data.
- 10 A confident and professional approach to working with service users, colleagues and partner agencies and an understanding of the need to work together to safeguard children.
- 11 Ability to prioritise and organise workload effectively.
- 12 Willing to offer some flexibility in work hours and occasionally work evenings or weekends.
- 13 Use of a vehicle for business purposes and the ability to travel on a daily basis.
- 14 To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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 - 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