



**Information, Advice and Administration Officer**  
**0-19 Child and Family Support Service - Cumbria**  
**£17,381-£19,278 per annum pro rata**

Hours:

Full Time (37 hours per week) x 2

Part Time (18.5 hours per week) x 2

Locations: Barrow/Dalton

Family Action are delighted to have been awarded the 0-19 Child and Family Support Service in Allerdale, Barrow, Carlisle and Copeland areas of Cumbria, which will be launched on January 1, 2020.

We are excited to contribute to the shared aspirations and ambitions for Cumbria to be 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be' (Children and Young People's Plan 2019 - 2022)

The service will provide practical and emotional support to children, young people and their families, through a mixed programme of home visiting, support groups and structured learning sessions. Using restorative practice, the service will embed a strengths-based approach, engaging and enabling children, young people and families to achieve their goals at an early stage of need and within a three-tier delivery model.

This is an opportunity for the right person to make a real difference in the lives of children and young people and their families by providing:

- Advice, information and support to help them to navigate the challenges and achieve positive outcomes.
- Providing a warm and welcoming front of house service to all our service users and visitors
- Providing efficient and knowledgeable signposting advice/brief interventions to children, young people and their families
- Publicising and Marketing Materials
- First rate administration to meet the needs of the service.

We are forward looking, ambitious and committed to continuous improvement. We are a people focused, can-do organisation, which strives for excellence in all we do and operate with mutual respect. If you share these values and behaviours and have the relevant experience, we would like to hear from you.

Our Values:

People focus, Mutual Respect, Excellence-in-all-we do and a Can-Do attitude.

If you can relate to these and have the necessary skills and attitude, we can offer you:

- A competitive salary, leave entitlement and pension scheme
- Career development opportunities

- A full induction and ongoing quality training
- The opportunity to become part of Family Action initiatives
- Flexible working hours
- Managed workloads with regular supportive and reflective supervision

**For an application pack and further information, including the benefits we offer, please visit [www.family-action.org.uk/workingwithus](http://www.family-action.org.uk/workingwithus).**

**Please email completed applications to: [completed.application3@family-action.org.uk](mailto:completed.application3@family-action.org.uk)**

**Closing date:** 28 October 2020, 9am

**Interview date:** TBC

Family Action offers good working conditions, a comprehensive training programme and final salary pension scheme. We welcome applications from all sections of the community.

*We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible*