



## **JOB DESCRIPTION**

<b>Job title:</b>	Helping Hands Support Worker
<b>Service:</b>	Helping Hands Walsall
<b>Salary:</b>	Grade 2 (lower) Point 11-15
<b>Hours:</b>	17 hours per week
<b>Location:</b>	Walsall / Virtual
<b>Responsible to:</b>	Operations Manager

### **Summary of the job:**

To support the Senior Support Worker and Operational Manager with implementing the Helping Hands Walsall Project. The aim of the project is to provide support to families where children have been diagnosed with or are waiting for a diagnosis for Autism (ASD and/or ADHD).

### **Responsibilities**

1. To deliver the Autism Training Programme to parents via face to face or virtual methods and ensure after the completion of the programme they receive their support plan for their children.
2. To work with partners to establish community venues suitable for training delivery which are accessible for parents.
3. To maintain case records using Family Action's electronic case management system.
4. To maintain systems for statistical monitoring and to provide monitoring data to funders and to Family Action.
5. To establish and maintain good working relationships with other statutory and voluntary agencies providing services for children and families, particularly those offering support to children with additional needs. To attend relevant meetings as necessary and to ensure service users receive coordinated help and support, including using the FSP as appropriate.
6. To promote and share information about the project to referrers and to families by attending and arranging meetings and local forums, producing leaflets and using the internet and social media as appropriate.

7. 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.
8. 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.
9. To ensure the implementation of 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.
10. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
11. 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. Educated to level two or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. A good understanding of ASD and ADHD and the impact on children's development and on parents, carers and families.
3. A good understanding of the ASD and ADHD local assessment pathways and of local voluntary and statutory support services.
4. Ability and enthusiasm to work creatively and independently with an appropriate amount of supervision and as part of wider Family Action teams.
5. Excellent communication skills including IT skills (particularly Microsoft Word and Outlook email and experience of using database software).
6. Excellent assessment, planning and record keeping skills.



7. Experience of establishing and sustaining a broad range of professional partnerships and engaging, as well as consulting, with service users and stakeholders through effective collaboration and communication skills.
8. Up to date knowledge and understanding of Working Together to Safeguard Children, as well as demonstrable ability to work in accordance with local and organisational Child Protection and Safeguarding policies and procedures.
9. An excellent understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all.
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. Ability to work flexibly as required by the needs of the service and willingness to travel locally. This role involves some out of hours and weekend work.