

JOB DESCRIPTION

Job title: National PAC-UK Advice Line Worker – we are recruiting for 2 positions.

Service: PAC-UK

Salary: Grade 3 Point 24-28

Hours: 18.5 hour per week over 3 working days, for both positions.

Location: Family Action Head Office (London, N1) or PAC-UK Leeds Office (Leeds, LS15) or London hybrid or Leeds hybrid, or Homebased (UK) – all options will be considered.

Responsible to: PAC-UK National Clinical Lead

Summary of job:

In this role, you will be part of small, friendly and dynamic team who deliver our National PAC-UK Advice Line, which is staffed by qualified and experienced PAC-UK counsellors/social workers who provide advice and information on all aspects of adoption, special guardianship and other forms of permanent care. It is a busy service that is the first port of call for referrals and enquiries about PAC-UK counselling and our other services. It is delivered via Teams calling and emails. Comprehensive training to deliver all aspects of the role will be provided as part of induction.

Key tasks and responsibilities:

1. Deliver a professional and coordinated service to service users either by phone (when taking/making calls on the National PAC-UK Advice Line) or digitally (when replying to email enquiries sent to the National PAC-UK Advice Line), by responding in a professional and timely manner and providing relevant, up to date information, guidance and support.
2. Work in partnership with the PAC-UK National Advice Line team and other PAC-UK colleagues to ensure a well-coordinated delivery plan with shared knowledge of all PAC-UK services and projects.
3. Provide a non-judgmental and confidential space for individuals impacted by adoption, special guardianship and permanency (and professionals who support them) to express their concerns, fears and emotions.

Family Action Head Office 34 Wharf Road, London, N1 7GR

T: 020 7254 6251 info@family-action.org.uk www.family-action.org.uk

Registered as a Charity in England and Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.

Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Princess of Wales. Chair: Ian Hargrave. Chief Executive: David Holmes CBE.

Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE. Katie Vanneck-Smith. Professor Harriet Ward CBE.

4. 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.
5. Offer information, resources, signposting and (where applicable) referrals to relevant PAC-UK services that the caller can access – this requires the National PAC-UK Advice Line team to keep abreast of new developments in adoption/SGO legislation and practice, which will be supported by opportunities to attend relevant training and information workshops.
6. Maintain accurate records of National PAC-UK Advice Line interactions and referrals on our PAC-UK database and hard/copy electronic filing systems, ensuring compliance with organisational policies and procedures.
7. Attend and actively participate in team meetings and other meetings as required by the PAC-UK National Advice Line Worker.

Additionally:

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. 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.
11. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
12. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
13. 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

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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

Person Specification

| Requirements | | Essential | Desirable |
|---|--|-----------|-----------|
| Education, Qualifications & Background | | | |
| 1. | A professional qualification in a relevant field e.g. Social Work; Counselling, Psychotherapy, Psychology or Mediation. | ✓ | |
| 2. | Registration with a relevant professional body i.e. HCPC, BACP, UKCP, UKRCP, BPS. | ✓ | |
| Experience | | | |
| 3. | Experience of counselling/professional work with those affected by loss, early trauma and attachment difficulties. | ✓ | |
| 4. | Be able and have experience of delivering services remotely by Teams/Zoom or telephone. | ✓ | |
| 5. | Experience of working sensitively with confidential material. | ✓ | |
| 6. | Experience and understanding of supporting parents and permanency carers with children who have challenging behaviour. | | ✓ |
| 7. | Experience of working on a busy national help line | | ✓ |
| 8. | Experience of working with callers who are experiencing high levels of distress. | | ✓ |
| 9. | Experience of working with user groups from a diverse range of backgrounds | ✓ | |
| Knowledge & Skills | | | |
| 10. | Evidence of interest and understanding of how adoption and permanency can affect everyone involved, whether they are birth relatives, adopted children and adoptive parents, or adults who were adopted as children. | ✓ | |
| 11. | Professional, up-to-date knowledge of adoption/SG law and practice. | | ✓ |
| 12. | Knowledge and experience of Schedule 2, access to birth records, access to adoption records and intermediary advice and counselling. | | ✓ |

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| | | | |
|--------------------|--|---|---|
| 13. | Ability to respond sensitively to highly distressed clients. | ✓ | |
| 14. | Confident working well independently as well as in a team setting. | ✓ | |
| 15. | Good organisational, time management skills and prioritisation skills to manage a busy workload. Ability to take a flexible approach, to stay calm and be decisive in a fast-paced environment | ✓ | |
| 16. | Excellent verbal and written communication skills. | ✓ | |
| 17. | Computer literacy including Microsoft Office suite (incl. Outlook and Word), with ability to accurately input sensitive data electronically. | ✓ | |
| 18. | Excellent interpersonal skills with ability to relate to internal and external contacts at all levels, and to represent Family Action by telephone and in person. | ✓ | |
| 19. | A particular interest and understanding of the issues facing birth parents and Special Guardians. | | ✓ |
| Values | | | |
| 20. | Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> • 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 | ✓ | |
| 21. | Be committed to equal opportunities and Equality, Diversity and Inclusion in all that you do. Have experience of and active interest in working with people from a wide range of backgrounds. | ✓ | |
| 22. | Be committed to and comply with Family Action's Equality, Diversity and Inclusion and Safeguarding policies, including Child Protection. | ✓ | |
| In addition | | | |
| 23. | Willingness to work flexibly from home and from Family Action Head office to meet the needs of the organisation. | ✓ | |
| 24. | Willingness to work outside of normal working hours if required. | | ✓ |

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