



ID: 1123 **National PAC-UK Advice Line Worker, PAC-UK**

Salary: Grade 3 point 24-28

- Homebased, starting at £31,991 FTE per annum, raising to £35,445 FTE per annum
- Additionally, £480 home-based allowance FTE per annum

- London office / hybrid, starting at £35,780 FTE per annum, raising to £39,235 FTE per annum inclusive of Inner London Weighting

- Leeds office / hybrid, starting at £31,991 FTE per annum, raising to £35,445 FTE per annum

Location: Homebased (UK), London office (N1), Leeds office (LS15),
or London hybrid or Leeds hybrid will be considered.

Hours: 18.5 hours per week (part-time) – we are recruiting for two positions

Contract: Permanent

Family Action & the Role's Impact:

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

PAC-UK is the largest independent adoption support agency in England, providing adoption and permanency support services to 80 local authorities.

PAC-UK were awarded an Ofsted rating of 'Outstanding' in all areas for the fourth consecutive time at our most recent inspection in December 2022; we're delighted to be hiring two National PAC-UK Advice Line Workers to join our supportive, friendly and successful team.

Main Responsibilities:

- You will deliver our National PAC-UK Advice Line, which is staffed by qualified and experienced PAC-UK Counsellors, and Social Workers.
- You will provide advice and information on all aspects of adoption, special guardianship and other forms of permanent care.
- You will be the first port of call for referrals and enquiries about PAC-UK counselling and our other services.

Main Requirements (for more details, see the job description & person specification):

- You will be an effective and compassionate communicator who brings knowledge and experience of supporting all parties affected by adoption and permanency.
- You will be joining PAC-UK as a valuable member of a team who are dedicated to providing a high quality advice and information service.
- You will have the ability to work calmly under pressure and respond sensitively to callers who may be distressed.



- You will be confident working independently as well as in a team setting.
- Ability to organise workload, meet competing priorities and flexibility to adapt to changing work schedules.
- Ability to build positive relationships, communicate effectively, and work collaboratively.
- Commitment to equal opportunities, diversity and equality.
- Ability to align with and support Family Action's mission and values.
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

Benefits:

- an annual paid leave entitlement of 30 working days plus bank holidays.
- up to 6% matched-pension contributions.
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment.
- enhanced paid sick leave and paid family leave provisions;
- eye care and winter flu jabs vouchers,
- cycle to work scheme,
- investing in your professional development with ongoing quality training and career development opportunities.

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 operates with **mutual respect**. **To Apply:**

- **Complete:** the [Application Form](#) & send to: completed.application17@family-action.org.uk
- **Closing Date :** Tuesday 2nd of April at 12pm
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)

For direct queries or if you would like to discuss any aspect of the selection process or working arrangements, please email the recruiting manager, **Pavlina Georgiades** via email Pavlina.Georgiades@pac-uk.org

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.