



**ID 1140**      **Helping Hands Support Worker**  
Black Country Helping Hands

**Hours:** 24 hours per week  
**Contract:** 12 months fixed term contract  
**Salary:** Grade 2 (lower) Point 11-15  
Starting at £21,196 FTE per annum to £23,966 FTE per annum  
**Location:** Home Based with travel to Boroughs of the Black Country

### **Family Action:**

At Family Action we transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation. We have been building stronger families since 1869 and 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.

**Are you a self-motivated team player with a can-do attitude, who is solution focused and passionate about making a difference? If so, we want to hear from you!**

### **The Role:**

We are looking for a Support Worker to deliver the This Is Me programme to parents and carers of children with additional needs, virtually and in person and to deliver direct work with children in school. The programme works with families of children to support them in understating their emotions and how to support their behaviours. You will be working with a team of support workers in doing this and full training will be given.

### **Main Requirements (see job description & person specification for more details):**

- You will be a confident and skilled practitioner in providing direct work with children and families, where additional and communication needs may be present.
- You will be capable of facilitating workshops
- Excellent communication skills and able to work with key partners such as CAMHS, Schools, Local Authority SEN team and Family Hubs
- Managing referrals coming into the service.
- Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service which we consider acceptable.

### **Benefits:**

- an annual paid leave entitlement that commences at 25 working days, rising each April by one day, subject to a maximum 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](#) and send to: [completed.application4@family-action.org.uk](mailto:completed.application4@family-action.org.uk)
- **Closing Date :** **Wednesday 22<sup>nd</sup> May 2024 at 5pm**
- **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 flexible working requests, please email **Sam Edwards**, Helping Hands Service Manager - Black Country: [Sam.Edwards@family-action.org.uk](mailto:Sam.Edwards@family-action.org.uk)

### **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.