



Job title: Family Support Worker (East Region)

Service: Family Action Norfolk Autism / ADHD Support Service.

Location: Hybrid working between our Gorleston Office and some home-based working as well as some compulsory travel across the county required.

Hours: 15 hours per week (part-time). Days and times to be agreed.

Salary: Grade 2 (lower) Point 13-15: £22,546 - £23,966 FTE (£9,140.27 - £9,715.95 pro rata, per annum)

Contract type: Permanent contract until March 2025

Are you a skilled practitioner with excellent communication skills? Are you solution focused and passionate about making a difference? If so, Family Action has an exciting opportunity and would love to hear from you.

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.

The Norfolk and Waveney Autism /ADHD Support Service are delighted to be hiring a Family Support Worker to join our supportive and successful team. Our service is commissioned by Norfolk and Waveney ICB to provide support and advice, resources and signposting to parents/carers of children or young people awaiting assessment for Autism or ADHD.

We are dedicated, committed, compassionate and extremely proud of our achievements. We have already offered support to thousands of parent/carers with children / young people on the Neurodevelopmental Assessment Pathway.

Your impact – For families awaiting assessment for Autism / ADHD in the area, to offer individual or virtual (via zoom or teams) telephone support to include giving information, advice and guidance, signposting, referring to other agencies as appropriate, attending relevant family support meetings. This may also include occasional home visits.

Facilitating support groups for families awaiting assessment for Autism/ADHD in the area. Co-production of parent-led groups and parent forums, co-facilitating courses for parents/carers such as the 3 week Plan Bee course.

Working with the co-ordinator to develop relationships with schools, pre-schools, children's health services and children's social services and, in particular, the local Neurodevelopmental Team to provide co-ordinated support to families.

Your skills - To join us as Family Support Worker you will have experience of working or volunteering with families in the community. A relevant qualification in child and family work is desirable. You will have excellent verbal and written communication skills and experience in using IT to deliver support, record casework, write reports and input data.

You'll be an effective communicator who excels at building trusting and empowering relationships with individuals. You will be compassionate and empathic, with a good understanding of child



development and in particular of Autism and ADHD and the impact this can have on children and their families. Experience of delivering evidence-based programmes for parents and/or of facilitating group work is desirable. Committed and willing to promote inclusion and equality of opportunity for all.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community / particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQ+ 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 any reasonable travel costs associated with attending an interview.

What will we offer you?

We offer flexible working hours, a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. We have six staff diversity networks that offer peer support and contribute to the strategic development of EDI; Accessibility Network, Anti-Racism and People of Colour Network, Gender Equality Network, Inter-Faith Network, LGBTQIA+ Equality Network and Parents and Carers Equality Network. You'll join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

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. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

Next steps:

- **To apply:** fill out the [Application Form](#) and email it to: completed.application24@family-action.org.uk
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfill our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing Date: Wednesday 24th April 2024 at 9am

Appointments are subject to satisfactory Safer Recruitment checks, including a Disclosure and Barring Service (DBS) check where appropriate to the role.

ID: 1160