



JOB DESCRIPTION

Job title:	Family Support Worker (Central Region)
Service:	Norfolk and Waveney ASD/ADHD Support Service
Salary:	Grade 2 Point 13-15
Hours:	15 hours per week (part-time)
Location:	Hybrid: Gorleston Office & Home-based – with some travel across county required
Responsible to:	East Area Co-ordinator

Key tasks and responsibilities:

1. To work alongside the Co-ordinators and Family Support Workers across the County to deliver and develop the Norfolk and Waveney Autism/ADHD Support Service. This may include working in the West and Central areas occasionally.
2. To facilitate support groups for families awaiting assessment for Autism/ADHD in the area.
3. Coproduction of parent-led groups and parent forums, co-facilitating courses (both face-to-face and via Zoom) for parents/carers such as the 3 week Plan Bee course.
4. To offer individual telephone or virtual (via Zoom or Teams) support to parents referred to the project and this support to include giving information, advice and guidance; signposting; referring to other agencies as appropriate and, where appropriate, attending relevant family support meetings. This may also include occasional home visits.
5. To work 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.
6. Develop an understanding of the Autism/ADHD assessment pathway in order to advise and support families.
7. To use Inform, Family Action's case management system, to keep accurate case records including outcome measures and to assist in the preparation of reports.
8. To actively participate in service reviews, writing case studies and evaluations and to attend relevant multi-agency meetings to promote the service.
9. To promote and share information about the project to referrers and to families by producing leaflets and using social media as appropriate
10. To work with the team in recruiting, training and supporting volunteers.



11. 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

12. 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.

13. To comply with 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.

14. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

15. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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Person Specification

1. Demonstrable experience working as an employee or a volunteer with families and children in the community. A relevant qualification in child and family work is desirable.
2. A good understanding of child development and in particular of Autism and ADHD and the impact this can have on children and their families
3. Experience of delivering evidence-based programmes for parents and/or of facilitating group work.
4. Experience of working within a community multi-agency setting and an understanding of the importance of working holistically with families.
5. Desirable but not essential - A good understanding of the impact that factors such as drug and alcohol abuse, domestic violence and parental mental illness can have on children's development and on families and the impact of disadvantage and social exclusion.
6. Commitment and willingness to promote inclusion and equality of opportunity for all.
7. Some knowledge of the SEND Local Offer, EHC Plans and how schools can support children with additional needs.
8. Some experience of working with, and supporting, volunteers.
9. A commitment to community participation, service user involvement and co-production.
10. Excellent verbal and written communication skills and confidence in using IT to deliver support, record casework, write reports and input data.
11. A confident and professional approach to working with service users, colleagues and partner agencies.
12. An understanding of the need to work together to safeguard children and vulnerable adults
13. Ability to prioritise and organise workload effectively.
14. Willingness to offer some flexibility in work hours and occasionally work evenings or weekends, with notice.
15. Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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 - c) Striving for **excellence** in everything we do



- d) Having **mutual respect** for everyone we work with, work for and support through our services