



Dear Applicant

## Family Support Adviser – SENsational Families

Thank you for expressing an interest in this position. Please find the enclosed documentation:

- Advert
- Job Description/Person Specification

In Line with our Recruitment Policy, all short-listed candidates will be expected to undertake a 2-part Recruitment Interview on the day.

If you have any questions regarding the vacancy, please email [humanresources@sensationalfamilies.org.uk](mailto:humanresources@sensationalfamilies.org.uk)

Closing date for this vacancy is midday on 4<sup>th</sup> May 2021. Virtual Interviews will take place from the 6<sup>th</sup> May 2021.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jacqui Dobson'.

Jacqui Dobson

HR and Account Officer

## SENsational Families

### Advertised Position: Family Support Adviser

### Part Time – 15 Hours, Term Time only



SENsational Families is a charity that provides support services and training for families with children and young people who have special educational needs and/or disabilities (SEND) in Norfolk.

#### Details

- Salary: £11.00-£12.00 per hour depending on experience (from £6,945.23 per annum)
- Fixed term contract until 31st December 2021
- Use of a vehicle is essential for this role and agreed mileage will be paid
- Employer pension scheme available
- Current remote working from home until further notice

The Family Support Adviser role offers practical help and emotional support to families experiencing short or long-term difficulties. The focus of the role is to provide support to service users, empowering them to address various challenges, reducing problems and risks.

Within this role, advisers will work with families who have a range of social and personal issues.

The candidate will have the ability to manage a complex and intensive caseload. Areas of work will include providing pro-active information and support, direct work with families in the advice clinics or other suitable venue, liaison with other professionals and agencies.

SENsational Families is committed to safeguarding and promoting the welfare of Children. An enhanced DBS check will be required for successful applicants.



## SENsational Families

### Family Support Adviser Job Description

The Family Support Adviser role offers practical help and emotional support to families experiencing short or long-term difficulties. The focus of the role is to provide support to service users, empowering them to address various challenges, reducing problems and risks.

Within this role, advisers will work with families who have a range of social and personal issues.

#### The Family Support Adviser Responsibilities

- Complete an initial assessment of families' needs so that you can identify and plan the support needed to address issues and prevent any problems from escalating.
- Undertake regular caseload review meetings with individuals and families during home and community visits to ensure they are fully supported to progress and achieve desired outcomes.
- Work with colleagues, health and social care professionals and multi-agency networks to evaluate caseload needs and the progress that has been made.
- Adhere to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity, and inclusion policies.
- Ensure training and knowledge is up to date and have a good knowledge of the local service provision for appropriate signposting and referrals.
- Manage own workload, administration, and diary commitments.
- Assess parenting skills and help people to build physical and emotional caring abilities.
- Coach, mentor and motivate families to understand the benefits of relevant activities.
- Maintain accurate and up-to-date administration and caseload records, including reports of all interactions with a family.
- Use agreed tools for measuring outcomes and collecting evidence of impact of work.
- Any other work required by a manager or senior member of staff.

Family Support Advisers will usually need a driving licence and own vehicle to visit different locations within the day-to-day role. Some of the working week will be spent in an office, attending meetings, organising workload, typing reports, and updating caseload activities.

This role requires an experienced individual who has knowledge covering areas such as:

- Advice and guidance
- Childcare
- Counselling
- Education
- Health
- Social care
- Youth work
- Safeguarding practices and procedures

To work with children, young people and vulnerable groups, an enhanced Disclosure and Barring Service (DBS) check will be required.

The individual for this role will require the following traits and skills:  
Good communication and listening skills.

- The ability to build and maintain rapport with adults and children.
- Calmness under pressure and when dealing with challenging or confrontational behaviour.
- Flexibility and adaptability.
- A good understanding of the challenges faced by the families SENSational Families supports.
- Organisation and problem-solving skills.
- Resilience and the ability to cope with emotionally draining and traumatic situations.
- Commitment to making a positive difference to the lives of service users.
- A positive, non-judgemental, empathetic, and sensitive approach.
- Effective teamwork skills, and the ability to liaise within a multidisciplinary service or a multi-agency network.
- Competent IT skills in order to record and maintain accurate data
- A good ability to use all Microsoft office applications including Word, Teams and SharePoint.
- The ability to maintain expert knowledge of local services and provision.

### Person Specification

Criteria	Details	Essential for Role	Desirable for Role	Assessed
<b>Qualifications</b>	Formal qualification in working with parents, young people, or children			Application Form Certificates
	Educational achievement sufficient to support clear reporting and presentation skills			Application Form Interview
	Training in evidence-based interventions for individual parents or groups of parents			Application Form Interview
<b>Experience</b>	Working knowledge and experience of family and parent support			Application Form Interview References
	Experience of working with children and young people			Application Form Interview References
	Demonstrable experience of delivering effective individual or group-based support for parents			Application Form Interview References
	Experience of lone working			Application Form Interview References
<b>Knowledge &amp; Skills</b>	Knowledge and experience of Family Support Process			Application Form Interview
	Willingness to work flexibly and manage own time to best effect			Interview
	Knowledge of physical, social and emotional aspects of child development and special needs			Interview
Criteria	Details	Essential for Role	Desirable for Role	Assessed

	Can employ creative and innovative approaches to supporting children and families			Interview
	Competent IT skills and a good ability to use all Microsoft office applications including Word, Teams and SharePoint			Application Form Interview
<b>Personal Qualities</b>	Commitment to supporting SEN families to achieve best possible outcomes for their children and young people			Interview
	Persistence and resilience			Interview
	Empathy and ability to engage with parents and professionals.			Application Form Interview
	Understanding of confidentiality, data protection and information sharing			Interview
	Innovative and proactive			Application Form Interview
<b>Additional</b>	The willingness to contribute to the wider success of SENSational Families			Interview
	A willingness to undertake training appropriate to the post			Application Form Interview
	Use of a car insured for business use			Interview
	Able to work flexible hours when needed e.g. conferences			Interview