



SENsational Families Vacancy

Role: Family Support Adviser

Vacancy: 15 hours per week

Working Pattern: In line with Norfolk school term times - 38 weeks per year. Some flexibility of working hours between 9am to 5pm, Monday to Friday.

Salary: From £11.00 to £12.50 per hour depending on knowledge and experience
(£6,270.00 to £7,125.00 per annum)
Employer pension scheme available

Contract Length: Fixed term contract until July 2022 with prospect of continuing the contract

Working Location: Home based and weekly travel throughout Norfolk

Application Information

If you wish to apply for this role, please complete the application form available on the Sensational Families website:

[Vacancies | SENsational Families](#)

The closing Date for all completed application forms: 3rd **December 2021**

Interviews will take place from the 13th December 2021

Short-listed candidates may be expected to undertake a 2-part Recruitment Interview if required.

Please email completed applications forms and/or any queries to: office@sensationalfamilies.org.uk by the 3rd December 2021

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're 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.
- Enhance parents' understanding of different education and play strategies.
- 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 during a crisis, such as a parent being in hospital, attending court sessions when relevant, for example in cases of child protection.
- Use agreed tools for measuring outcomes and collecting evidence of impact of work.

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.

Essential Role Criteria

This role requires an experienced individual who has the following:

- Knowledge of:
 - Can provide up to date advice and guidance to service users on:
 - Norfolk Short Breaks
 - EHCPs
 - FSPs
 - Very good knowledge of local provision
 - Can provide general information on:
 - Childcare
 - Counselling
 - Education
 - Health
 - Social care
 - Youth work
 - Safeguarding practices and procedures
- Be able to host and run online support groups and face to face support groups with service users and the public
- Has a legal driving license and business use car insurance
- Competent IT and virtual meeting skills

Family Support Adviser – Person Specification

Criteria	Essential	Desirable	Assessed
Qualifications	Formal qualification in working with children, young people, or parents		Certificates Application Form
	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
Experience	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
Knowledge & Skills	Knowledge and experience of Family Support Process		Application Form Interview
	Willingness to work flexibly and manage own time to best effectively		Interview
	Knowledge of physical, social, and emotional aspects of child development and special educational needs/disabilities		Application Interview
	Can employ creative and innovative approaches to supporting children and families		Interview
	ICT skills to use e-mail communication, electronic calendar, produce letters and reports		Application Form Interview
	Ability to host and run virtual and face to face Support Groups		
Personal Qualities	Commitment to supporting SEN families to achieve the 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
Additional	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 and occasional weekends		Interview