



# FAMILY SUPPORT WORKER

<b>Department:</b>	Care
<b>Job title:</b>	Family Support Worker
<b>Reports to:</b>	Family Support Manager
<b>Based at:</b>	Care Team Office
<b>Salary:</b>	£19,500

## Job Summary

The key purpose of the role is to deliver a high-quality family support service within the region, including emotional, social and practical support, to children & young people with a life threatening or terminal illness and their families.

The post holder will live the Rainbow Trust Values and effectively communicate with service users, colleagues and healthcare professionals.

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed. For families living with childhood illness, time is everything.

## Areas of Responsibility (specific to role)

- Provide needs-led emotional, social and practical support to families where a child/young person has a life-threatening or terminal illness
- Support children, young people and their parents/carers with the emotional impact and understanding of the process involved in grief and loss
- Promote the individual family's wellbeing according to agreed outcomes, reviewed at regular intervals
- Provide bereavement support to families, both before and after a child's death
- Collect relevant data from families to support Outcomes monitoring
- Work with other health, education and social care professionals and significant others providing services to the family
- Maintain accurate records of service delivered and service outcomes according to Rainbow Trust Children's Charity policies
- Support colleagues in other functions within Rainbow Trust to deliver business objectives e.g. writing case studies and updates of family stories, attending fundraising events and other relevant information as required
- Ensure that all duties are carried out within Rainbow Trust policies and procedures.

## General Responsibilities

### Leadership and Strategy

- Provide expert guidance and direction for staff, volunteers and interns
- Act as a professional representative of the charity to a variety of external and internal audiences and in different contexts
- Proactively participate in line management supervision, non-managerial supervision and all appropriate training
- Commit to Performance Management Process and develop stretching objectives to meet business plan
- Take responsibility for own professional development
- Adhere to the Rainbow Trust Values within professional practice.

### Operational and Project Planning

- Ensure processes are documented and effectively governed, taking a continuous improvement approach to activity
- Take individual responsibility for agreed objectives and targets
- Develop own individual work programme in consultation with line manager to weekly, monthly and quarterly time frames
- Contribute to team and function, planning events and activity
- Organise own time, manage resources effectively and use initiative
- Operate in compliance with best practice and corporate policy.

### Working with Customers and Service Delivery

- Maintain effective relationships with referrers and other health professionals, attending relevant professional meetings
- Work within Rainbow Trust Children's Charity safeguarding policy
- Encourage and support relevant families to assist in fundraising activities
- Ensure requests for information and action from service users and other stakeholders are responded to promptly
- Relay information and supporter contact to the appropriate internal contacts
- Report any complaints received to the team from families, professionals, supporters, suppliers or any other external or internal contacts.

## Developing, Maintaining Systems and Procedures

- Ensure that data relevant to areas of responsibility and activity is adequately and safely recorded and stored
- Ensure compliance with CQC guidelines
- Ensure GDPR compliance
- Effectively use care database and suite of MSOffice products to keep team records current, complete and accurate
- Ensure regular data cleansing is actioned
- Comply with the telematics policy to ensure safe driving.

## People Management and Development

- Inspire and provide advice and support to volunteers under the direction of line manager and to Volunteer Management guidelines
- Recognise and value the contribution of volunteers
- Work collaboratively with family support volunteers to broaden support available to families.

## Team Working and Collaboration

- Contribute professional knowledge and expertise to team and department development, service delivery monitoring and evaluation
- Collaborate effectively with colleagues in all teams to deliver on priorities and objectives to ensure delivery of a high-quality service
- Act as a source of knowledge and expertise to colleagues
- Champion business improvement and people development initiatives
- Provide guidance and support to junior staff members and volunteers
- Proactively participate in team meetings and away days as well as staff conference
- Contribute to team building initiatives and activities including SBI feedback.

## Special Conditions

- The post holder will be expected to work flexibly in a range of venues, including families' homes, hospitals and other community-based locations
- This role will involve driving significant distances as well as the possibility of evening and weekend work on occasions
- All staff have a responsibility to maintain an up to date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training, at a level commensurate with your role
- All staff must adhere to, Rainbow Trust's safeguarding policies and procedures
- Full driver's licence required
- This is a physical role, involving lifting, bending and carrying
- This is not a complete list of the duties and responsibilities of the post, which may change dependent on the needs of the service, following discussion with the post holder.

# PERSON SPECIFICATION

## Family Support Worker



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

### ESSENTIAL

### DESIRABLE

#### Experience

(Previous roles, types of organisations)

- Professional experience of working with children and families
- Demonstrable success in a role which requires understanding of grief, loss and bereavement issues
- Providing services in a health, social care, youth or education setting
- Safeguarding children and vulnerable adults practice
- Working in a stressful and emotional environment.

- Working regularly within a community environment
- Professional experience/ training in supporting others through loss/ bereavement.

#### Special Competencies

(Specific job-related skills knowledge understanding)

- Excellent communicator – both verbal and written
- Understanding of principles of information sharing and data protection
- Competent IT skills including MS Office knowledge
- Practical knowledge of diversity issues affecting children, young people and their families.

#### Disposition

(Influence over others, dependability, self-reliance)

- Leads by example, drawing on personal expertise
- Very socially focussed – with an emphasis on helping others
- Working at a fast pace handling details whilst maintaining accuracy
- Warm and persuasive team member who openly communicates
- Working with and through others, building supportive relationships
- Strong friendly follow-up to ensure tasks are completed correctly.

# PERSON SPECIFICATION

## Family Support Worker

### ESSENTIAL

### DESIRABLE

#### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Collaborative and responsive to others needs and concerns
- Inclusive decision making through building consensus
- Practical and people oriented
- Adherence to established guidelines and procedures.

#### Attainments

(Academic & prof qualifications & training)

- Willingness to work towards a professional qualification.
- Qualification in education, health or social care.

#### Motivation

(Ambition, money, security)

- Genuine interest in the organisation, its management & its service users
- Completing tasks quickly and correctly
- Every day is different.

#### Circumstances

(Mobility, special demands of job, unsocial hours)

- Full current driver's licence
- Commitment to own continuing professional development
- Flexible hours, to accommodate team and family need
- Ability to recognise personal and professional stress and to access appropriate support
- It is an expectation that our front-line employees are double vaccinated against covid-19 (unless medically exempt).