PARENT TO PARENT LTD

Job title	Early Years and Complex Needs Family Support Worker 35 hours per week

Job purpose
To support families living in Angus and Dundee who have a child with a complex care/ Health condition/ additional support need. This role will focus primarily of Early years children aging from pre-Birth to approx. 8 years.
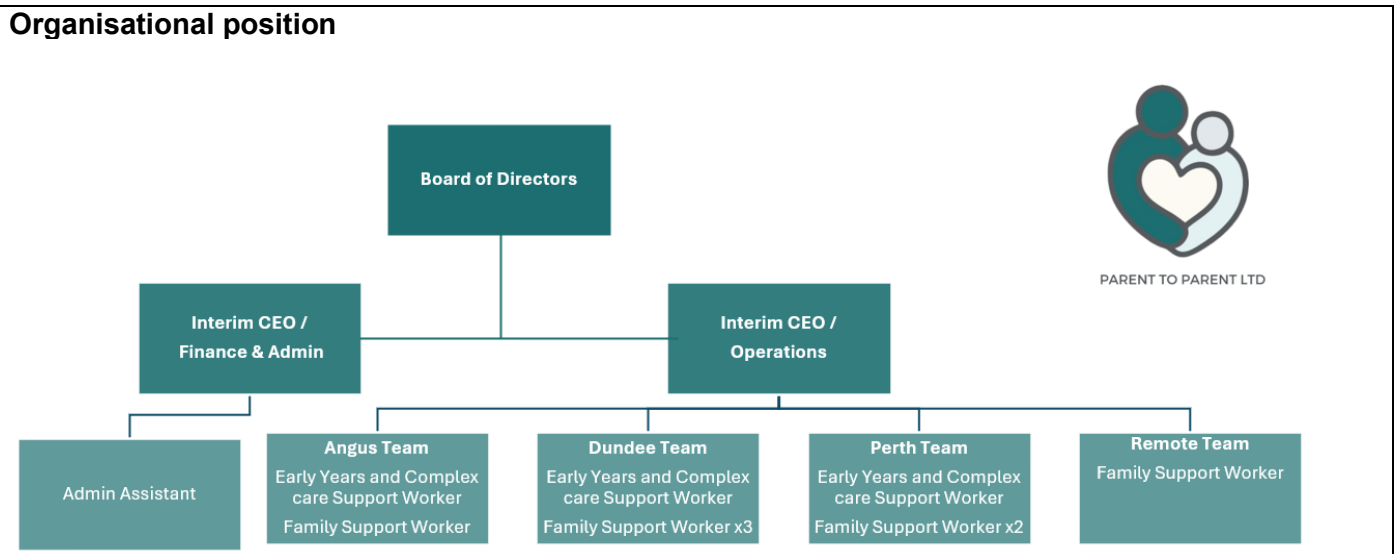Providing nurture support and advocacy
The post holder will liaise closely and build positive relationships with all statutory and third-sector colleagues
They will provide support, helping to prepare families for appointments, and link them into other services that may be beneficial to their individual circumstances
They will organise and facilitate peer support groups to reduce Social Isolation and work closely with our other third sector colleagues to provide collaborative approaches to whole family support

Organisational position

PARENT TO PARENT LTD

Board of Directors

Interim CEO / Finance & Admin

Interim CEO / Operations

Admin Assistant

Angus Team
Early Years and Complex care Support Worker
Family Support Worker

Dundee Team
Early Years and Complex care Support Worker
Family Support Worker x3

Perth Team
Early Years and Complex care Support Worker
Family Support Worker x2

Remote Team
Family Support Worker

Main responsibilities
- To Provide nurture and support to parents who have a child with complex needs and/ or Health condition
- To provide advocacy and support at any appointments in relation to the child
- To support parents through the initial stages of any grief and loss
- To give emotional support antenatally to parents whose baby has been diagnosed with a medical, health or genetic condition
- To liaise closely with other organisations, statutory and voluntary, and refer families on to them once the family is ready for a referral to be made.
- To have a good knowledge of services for parents and refer to appropriate agencies when

necessary.
- To be the main contact for parents who are looking for advice and information.
- To establish and facilitate support groups
- To keep accurate and up to date records.
- To attend relevant training, staff meetings and supervision sessions.

Knowledge, training and experience required

Qualifications
Specific formal qualifications are not essential but relevant qualifications e.g. social care, childcare, community learning, nursing, mental health are desirable

Experience - essential
- Experience of Family Work
- Experience of and or working knowledge of support Children and or families who have a child with an additional support need
- Experience of partnership working
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Experience - desirable
- Experience of facilitating groups
- Experience of supporting families through adversity
- Experience of providing Trauma informed and responsive support

Skills - essential
- Empathic and nurturing approach
- Ability to work on own initiative
- Good oral communication skills
- Good organisational skills
- IT skills
- Ability to work under pressure
- A full driving license and use of a car

Knowledge - essential
- Understanding the need for advocacy
  Good knowledge and understanding of child protection, adult protection and data protection

Knowledge – desirable
- Understanding of current relevant legislations e.g. Additional Support for learning Act

General
- A full driving license and use of a car is essential
- This post is subject to PVG Membership
- Business insurance for your vehicle is an essential requirement of the post
- Expected to adhere to relevant legislation and organisational policies and procedures

Demands of the job.

- The postholder is expected to respond to unpredictable work demands, including crises within families.
- Confidentiality, diplomacy and discretion are required at all times.
- Occasionally support families in distress and experience distressing situations e.g. a child being removed from the family to be looked after by the Authority or a child dies
- Work in isolation for much of the time and have limited contact with colleagues within Parent to Parent.

Decisions and judgements

The post-holder will
- organise and prioritise own workload.
- manage changing demands, making necessary changes to respond to crisis situations
- identify when issues should be referred to Senior Management Team.

Other information

Salary: £23,725
Hours: 37 per week
Place of work: Angus and Dundee
Annual Leave: 20 days per year
Public Holidays: 11 per year
Milage: Paid at 0.45p per mile