

Ruils Job Description

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| Job Title: | Parent Support Worker |
| Responsible to: | Chief Executive |
| Salary: | £24 0000 - £26 000 pro rata |
| Pension: | Employer contribution |
| Hours: | Part time 21-28 hours per week |
| Based: | Head Office: The DAAC, 4 Waldegrave Road Teddington TW11 8HT Hounslow Borough |

Introduction

Ruils is a user-led charity supporting individuals (irrespective of age, impairment, health condition or capacity) to live independently at home and in their community. The services that we provide range from information, advice and advocacy to practical help for identifying and managing care and support.

We are currently delivering the following services to children, young people and their families: the SEND Advice service, the Sitting and Befriending Service and Family Matters – the family support service. All of these services enable parents with children with additional needs to gain access to the services and activities that their children/young people need. The post holder will be responsible for delivering the Family Support Service in the borough of Hounslow. Working with parents, the post holder will provide information, advice and signposting to enable families to get the services and support they need.

Post

1. To work with parents providing information, advice, signposting and advocacy to enable parents to get the support they need for the child/young person.
2. To develop, promote and facilitate workshops on specific issues that parents have difficulty with whilst also enabling peer support.

Key Duties

Case work

The post holder will:

1. Provide 1-2-1 advice sessions where parents bring 2 or 3 issues they need help with. In this session work with the parents to identify services and activities they can access, make referrals to appropriate services and offer information and advice.
2. Take referrals from the local Disabled Children Team, Health professionals and voluntary sector groups and after speaking with the parent determine whether or not this service is appropriate for them and if not refer on where necessary.
3. Meet with parents to establish what is and what is not working in their current situation. Offer a warm, welcoming and empathic service to clients, while maintaining professional boundaries.

4. Apply a holistic approach to assess what the family needs support with and help the parents to prioritise these needs.
5. Work with the parents to identify the goals and outcomes they would like to achieve within an appropriate timescale.
6. Work alongside the family to identify and develop strategies to address or improve the way the family functions. This may involve devising action plans, referring families to specialist services, supporting parents with funding applications or identifying techniques and/or suggesting alternative coping strategies, and/or advocating for clients at relevant meetings.
7. Provide information about local services and activities available in the borough and refer to other support services.
8. On completion of the work support the family to evaluate the process and to identify any beneficial change experienced as a result of the intervention.
9. Encourage families to attend the workshops.

Workshops

The Post holder will:

1. Set up and promote workshops focused on building parent's skills and knowledge in supporting a child with additional needs. This will include sourcing an appropriate location, time of day, creating promotional materials, organising appropriate speakers and promoting the sessions to parents in the borough.
2. Facilitate the workshops by creating a safe space where parents can express their concerns, share their experiences and worries.

General

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavour to maximise the opportunity for children and young people with additional needs to be independent and to create opportunities that enable them to reach their full potential.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services and to ensure the efficient running of the organisation. Evening and occasional weekend work will be required for which Time Off in Lieu will be given in accordance with Ruils' current policies.

The post-holder will:

- Promote the work of Ruils including preparing publicity and promotional material;
- Be self-servicing and network pro-actively;
- Have excellent people skills, showing warmth and empathy but also maintaining good professional boundaries;
- Must to comfortable to work with individuals as well as give brief talks to groups about the role.

- Maintain efficient files and records, and record on the Ruils database;
- Produce monitoring reports and work in line with Ruils Quality Assurance requirements.
- Attend monthly staff meetings;
- Attend personal supervision and appraisal meetings;
- Attend professional development supervision sessions with a professional mentor;
- Attend and contribute to Planning Days and Events as and when required;
- Undertake any training necessary to improve performance;
- Comply with all relevant legislation.

Special requirements:

Ability to travel within the London borough of Hounslow.

Some attendance at meetings and events outside of normal office hours will be required.

The post holder will be expected to attend relevant training and professional supervision sessions.

Person Specification – Parent Support Worker

| | <i>Tested through Application Form</i> | <i>Tested at Interview</i> |
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| Education, Vocational Training & Qualifications | Good General Education A degree in Social Work, Psychology or NVQ3 or above in Health, Social Care or related subject or Diploma in counselling, family work, behaviour management would be beneficial but not essential | |
| Experience | <ol style="list-style-type: none"> 1. Experience of working with families with children with additional needs and disabilities. 2. Experience of providing information and advice. | Experience of facilitating groups or workshops |
| Knowledge & Understanding | <ol style="list-style-type: none"> 3. Knowledge of services available to parents in Hounslow 4. Understanding of outcomes focused approaches to family work. 5. Understanding of how the social care, health & education systems work. | Understanding of child development & family dynamics |
| Skills & Abilities | <ol style="list-style-type: none"> 6. Ability to think analytically & problem solve. 7. Ability to gather, collate and evaluate information & to communicate this effectively to parents 8. Ability to manage & simultaneously progress several caseloads. 9. Facilitation & training skills. 10. Ability to quickly establish a trusting, working relationship with different kinds of clients. (Or family members who may have different needs and expectations.) | <p>Ability to work on own initiative and with minimum day to day supervision.</p> <p>Excellent communication and inter-personal skills</p> <p>Good personal planning and organisational skills</p> <p>Excellent IT Skills</p> <p>Ability to work under pressure, in stressful situations and to tight deadlines</p> <p>Ability to maintain healthy boundaries.</p> |