

# Job Description

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| Post  | **Lead Information, Advice and Family Support Worker**  |
| Responsible to  | Chief Executive  |
| Responsible for  | Information, Advice and Family Support Workers  |

## Key Terms of Employment

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| Hours of duty | 22 hours per week |
| Holidays | **22 days per annum, increasing to 27 days over 10 years after 5 years service, plus 8 Bank Holidays all pro rata to hours worked** |
| Salary | Scale 28 £12.38 per hour within scales 28-30  |
| Base | Ronnie MacKeith Centre, Royal Derby Hospital, Uttoxeter Road, Derby, DE22 3NE and Umbrella House, Mackworth. Derby DE22 4LD and occasionally at various community buildings within Southern Derbyshire |
| Pension | Umbrella offer a pension scheme and details will be provided  |
| Probation | 6 months |
| Notice – Employee | 2 months  |
|  Employer | 2 months |
| Contract Term | Lottery funded post until September 2021 |

## Job Purpose

To manage/oversee the Information, Advice and Family Support team. Provide high quality service which informs, supports and empowers the parents and carers of disabled children.

## Key Tasks & Responsibilities

* Managing the staff and volunteers working on the project, ensuring the delivery of high quality services to parents and carers.
* Managing the budget for the project, ensuring that the budget is used to achieve the maximum beneficial impact
* Overseeing the collation and reporting of statistical and other relevant performance data, reporting to the parental steering group, Trustees, National Lottery etc as appropriate
* Establishing and chairing the steering group of local partners from the statutory and voluntary sectors
* Ensuring the development and marketing of the service by providing high quality information in a variety of formats, utilising different channels, including social media.
* Ensure the ongoing development of Umbrella Voice group, influencing the development and running of the Information, Advice and Family Support project. Ensuring the service meets the needs of all users, and best practice is implemented.
* Communicate with statutory agencies to ensure lessons being learnt on the project are being taken on board.
* Working closely with Umbrella teams, ensuring close and effective working relationships between the teams
* Playing a leading role in ensuring the comprehensive evaluation of the project, to secure ongoing funding.
* To work closely with parent carer forums and independent information and advice services

## General Responsibilities

1. Take an active part in continuing to develop own knowledge and skills relevant to the job, attending training as required
2. Integrate feedback received from colleagues, families and from other internal and external clients and agencies, into a continuous review process, to ensure that the service meets the needs of all users, and best practice is implemented.
3. Keep clear and comprehensive case notes
4. Maintain confidentiality in line with Data Protection and Child / Adult Safeguarding legislation
5. Work with parents to identify and develop new ways of providing effective support to parents, including the use of ICT and social media
6. Manage and organise your own time and activities to ensure tasks are prioritised, and agreed deadlines are met
7. Write Umbrella service reports and bulletins, as required.
8. Any other duties as required

## Other Requirements

In accordance with relevant legislation, to take all reasonable care of your health, safety, and welfare and that of other people and premises affected by your work

In discharging the duties and responsibilities set out in the job description to ensure compliance with Equal Opportunities policies and principles.

In order to achieve the objectives of Umbrella, the post holder will need to work flexibly, including occasional out of hours

**This is not a full and complete statement of duties and responsibilities, which may be amended in the light of changing needs of parents and carers, after consultation with the post holder**

## Person Specification

|  | **Essential** | **Desirable** |
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| Education |  |  |
| Good general education to include at least 5 GCSE’s level A-C including Maths and English (or equivalent) | Y |  |
| Relevant higher education qualification preferably relating to education, social care, welfare, psychology community development or health of children and their families (e.g. social work, youth and community work, school nursing, health visiting, teaching, play, sports and leisure) | Y |  |
| Management qualification |  | Y |
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| Experience |  |  |
| Previous experience of working with parents and carers of disabled children | Y |  |
| Min 2 years’ experience of managing staff and/or volunteers  | Y |  |
| Experience of successfully working with partner organisations  | Y |  |
| Successfully managing a project including personnel | Y |  |
| Setting up a new project |  | Y |
| Working with sensitive/confidential information | Y |  |
| Providing information and advice | Y |  |
| Experience of a range of Information Technology (IT) programmes including word processing, database and spread sheets | Y |  |
| Constructively working with a range of statutory and voluntary agencies | Y |  |
| Working with families in hard to reach areasWorking with volunteers |  | YY |
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| **Knowledge**  |  |  |
| Genuine understanding of the issues that face disabled children, young people and their families | Y |  |
| Understanding of services available to disabled children and their parents/carers  | Y |  |
| Understanding of the legal framework for the provision of services to disabled children and their parents/carers  | Y |  |
| Understanding the issues of confidentiality | Y |  |
| Understanding of working with diversity in the delivery of services  | Y |  |
| To have an understanding of different forms of discrimination and a commitment to work in anti-oppressive wayTo be aware of and adhere to all matters relating to lone working | YY |  |
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| **Skills and Abilities** |  |  |
| Ability to keep accurate numerical and written records  | Y |  |
| Excellent personal organisation & time management skills  | Y |  |
| High level of listening, written and verbal inter-personal communication and negotiation skills | Y |  |
| Ability to empathise, whilst remaining impartial when supporting parents/carers | Y |  |
| Ability to draw on parents/carers knowledge and expertise in relation to their child | Y |  |
| Resilient, energetic and ability to work on own | Y |  |
| Ability to respond to short deadlines under pressure | Y |  |
| Excellent Information Technology (IT) skills including word processing, database and spread sheets | Y |  |
| Ability to facilitate working partnerships between parents/carers and other agencies, both statutory and voluntary | Y |  |
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| Other requirements |  |  |
| Ability to work unsociable and flexible hours (including evenings and weekends) when required to meet the needs of the service | Y |  |
| Driving licence and use of vehicle (or equivalent) | Y |  |