

# Job Description

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| Post | **Bilingual Information, Advice and Family Support Worker** |
| Responsible to | Lead Information, Advice and Family Support worker |
| Responsible for | Not applicable |

## Key Terms of Employment

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| Hours | 16 hours per week |
| Holidays | 22 days per annum, increasing to 27 days after 10 years service, plus 8 Bank Holidays – all pro rata to hours worked |
| Salary | Scale 22 £10.22 per hour within scales 22-27 |
| Base | Ronnie MacKeith Centre, Royal Derby Hospital, Uttoxeter Road, Derby, DE22 3NE and Umbrella House, Mackworth, DE22 4LD and occasionally at various community buildings within Southern Derbyshire |
| Pension | Umbrella offer a pension scheme and details will be provided |
| Probationary Period | 6 months |
| Notice – Employee | 1 month |
| Employer | 1 month |
| Contract Term | Lottery Funded until September 2021. |

## Job Purpose

To develop and maintain a high quality information, advice and family support service and to support a diverse group of parents/carers.

## Key Tasks & Responsibilities

1. Provide information, advice and support to parents/carers of disabled children individually and in group sessions
2. Signpost parents/carers to appropriate services for their whole family provided by the statutory sector, voluntary sector and Umbrella
3. Supporting parents/carers to access and engage with services as appropriate
4. To work closely with Umbrella teams, ensuring a smooth handover
5. Develop and maintain strong and effective working relationships with staff working with disabled children and their families employed by other local agencies
6. Develop a high level of knowledge of local services
7. Ensure that a comprehensive range of well supported parent support groups are running across the area, taking account of geographical and community issues
8. Supporting and directing volunteers to provide peer support and help with group activities
9. Collating and reporting on relevant statistical and other performance information
10. Working with parents/carers to continually improve the service.

## General Responsibilities

1. Manage and organise your own time and activities to ensure tasks are prioritised, and agreed deadlines are met
2. Assist with the marketing and promotion of the service
3. Work closely with Parent /Carer Forums and Information, Advice Support Services.
4. Take an active part in continuing to develop own knowledge and skills relevant to the job, attending training as required
5. Keep clear and comprehensive case notes
6. Maintain confidentiality
7. Support parents/carers and young people to express their views
8. Work with parents to identify and develop new ways of providing effective support to parents, including the use of ICT and social media
9. To contribute to Umbrella service reports and bulletins.

## 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 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 level 3 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 |
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| Experience |  |  |
| Previous experience of working with parents and carers of disabled children | Y |  |
| Experience of working as part of a team | Y |  |
| Experience of working with volunteers |  | 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 areas |  | Y |
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| **Knowledge** |  |  |
| Genuine understanding of the issues that face disabled children, young people and their families | Y |  |
| Basic understanding of services available to disabled children and their 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 way | Y |  |
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| **Skills and Abilities** |  |  |
| Ability to keep accurate numerical and written records | Y |  |
| Good 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 speak Punjabi/Urdu | 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 |  |
| Information Technology (IT) skills including word processing, database and spread sheets | Y |  |
| Ability to facilitate working partnerships between young people, parents/carers schools 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 |  |