

Parent and Carer Alliance



Care Action Protect Empower

Family Support Worker Job Description

If you have the desire to make a real difference and ensure the voices of children and young people who have special educational needs and disabilities, and their families, are at the heart of everything you do, we invite you to apply for the position of Family Support Worker and become part of our team dedicated to making a meaningful impact in people's lives.

We are looking for compassionate and innovative, Family Support Workers to join us. We are looking for colleagues to join us who think big, enjoy a challenge and can bring fresh ideas to our services, in order to help enhance the lives of our children, helping them to flourish.

As a Family Support Worker, you will play a crucial role in helping individuals and families improve their daily lives and experiences by supporting them in getting their needs met. Within specified standards and timescales, you will provide valuable support and guidance, fostering positive change and contributing to the well-being of our community

You will need to be able to work from home, and the work is variable - cases will be referred to you for you to accept or decline, however as families are depending on you to be reliable, once you have accepted a case you will be expected to travel and attend meetings as necessary. Your hours will vary according to funding being available, as well as the number and complexity of requests for support. You will be working as part of a team and may be required to provide cover for other staff illness, absence, or emergencies.

Requirements and skills

Ideally you will have a qualification in Advocacy such as a Level 2 Award in Independent Advocacy, the Parent SEN Advocacy Training Programme, or above; and experience in advocating for children/young adults with Special Educational Needs and Disabilities and their families, however training and support can be provided.

- A working knowledge, or experience of, the processes and procedures that families whose children have Special Educational Needs and Disabilities need to navigate
- An empathetic nature to adequately understand families' situations and provide the necessary support
- Excellent organisational skills to successfully prioritise the many different aspects of the job
- Strong critical thinking to objectively evaluate each case and determine the best path of action
- Patience to successfully deal with complex cases which may not progress as expected
- Effective analysis, assessment, and planning skills
- Superior emotional intelligence and maturity to cope with the emotional demands of the job
- A good working knowledge of, and ability to use, information technology
- Access to a home working space /office where you can work without interruptions
- Suitable internet and mobile connections to take work meetings and calls from home
- The ability to attend meetings, to travel, and to work flexibly
- A full driving licence and access to a vehicle that is insured for business use to travel within Gloucestershire to attend meetings
- A clear enhanced DBS check

Please be aware that we will be reviewing the applications we receive on a daily basis, and we reserve the right to close the advert early if suitable candidates are identified. If you would like an open and informal discussion regarding this role, then please contact info@parentandcareralliance.org.uk