

## **Job Description**

**Job Title:** Family Support Officer

**Department:** Community Services

### **The opportunity**

Our Community Services are warm and welcoming. They provide safe formal and informal opportunities to support our family's needs.

The role is all about care, compassion and respect, and enabling our Children, Young People and their families / carers to live their lives as fully as possible. You'll provide emotional, physical and social support so they can enjoy everyday life and make every opportunity available to them to reach their aspirations.

You'll develop and implement a support service to meet the needs of children with sight loss.

You'll facilitate opportunities for parents and carers to enable them to better meet their children's needs and aspirations.

You'll play an integral part in developing self-sustaining support networks to enable parents and carers to share experiences and provide peer support, in line with the diverse cultural values which exist in Leicester, Leicestershire and Rutland.

You'll attend Children's Ophthalmology outpatient clinics as a point of contact for the child or young person and their family to offer support, information and guidance and referral route to appropriate services.

### **How you'll make a difference**

- You'll deliver a range of support services that promotes good practice which reflects the requirements of children and young people and their families
- You'll ensure services are of high quality to enable every child to have the opportunity to achieve their aspirations

- You'll support children and young people through transition from children's services into adult services, engaging with SEND services where appropriate
- You'll deliver a family support service encouraging parents to become involved in activities available to Children and Young People
- You'll deliver a plan of workshops and training days to enhance parents understanding of how they can promote to their children's health, development, education and wellbeing
- You'll identify gaps in services available to Children and their families in relation to their backgrounds and lifestyles ensuring access to appropriate support services
- You'll be the point of contact where required for information, advice and guidance at the Children's Ophthalmology outpatient clinics delivered in the Community Hospitals in Leicestershire and Rutland.
- You'll be working work with parents, carers and children individually ensuring that each interaction is person centred to meet the needs of the child or family
- You'll work in partnership with outside agencies such as Health, Social Care, Employment providers, to deliver quality services and respond to the needs of children and families
- You'll work with children and young people to enable them to have participation and influence in the design of our future services
- You'll keep up-to-date on current issues local and national policies and social policies, and to take part in the planning, monitoring and development of the role.
- You'll be proactive in safeguarding all adults and children from abuse, prevent abuse from occurring, and report any suspected incidents of abuse, following Vista's Policies and Procedures and the local Multi-Agency Policies and Procedures;
- You'll play an integral part in organising and attending short breaks for up to 25 children and to support the fundraising department in developing funding bids and applications based on outcomes.
- You'll provide a positive role model at all times to children, young people and their families and the wider community

- You'll develop information resources about the social and recreational opportunities available to meet the needs of children and young people with a sight loss and complex needs
- You'll represent Vista at external forums and to attend meetings on Vista's behalf as appropriate.
- You'll work collaboratively with the Vista teams to support young people and families and visually impaired parents, to achieve their aspirations and to ensure that they receive appropriate services.
- You'll maintain an effective recording system for tasks undertaken, to respect and uphold the confidential nature of personal information as required by General Data Protection Regulations;
- You'll be willing to learn and participate in training and development events as appropriate, and to take responsibility for personal development and learning.

## About you

*"Our Family Support Service enables Children and Young People achieve their aspirations, our service is innovative and inspirational... Families and Carers we support leave us better able to cope - that's something we are very proud of".* **Paula Varney - Senior Family Support Officer**

Our Family Support officers go the extra mile for those we support, they give exceptional care and support because they see the difference it makes and are committed to their career. You'll get the most from your time with us if you're serious about a career in supporting individuals too and already enjoy giving first-rate support. You'll be as keen as we are to improve continually and eager to develop your skills through up-to-the-minute and specialist training. You'll want to use your new-found skills to bring fresh ideas to our services too. You know you have the potential to be even better, and our families, children and young people deserve the very best, and so we'll invest in your future development. In return, you'll want to enjoy a long-term career with us.

## How we work together

Together we can change lives, and we do it better by working as a team. So, it's vital that:

- We co-operate with each other and communicate effectively through our writing and verbally.
- We stay up to date with what's happening by taking part in staff meetings and being responsible for keeping updated if we're unable to attend.
- We regularly take part in individual supervision meetings with our line manager and reflect on our performance in an annual appraisal.

- We support the wider work of Vista and our colleagues across the organisation by taking part in social and fundraising events.
- We help each other out by working flexibly wherever possible, when needed and sometimes during unsocial hours, to respond to needs or emergencies.

### #TeamVista Values

**We care about people.** Challenging unfairness and inequality, we recognise and value people as individuals.

**We are not afraid to change.** Passionate and creative in our work, we are ambitious in our expectations of ourselves and others.

**We listen and learn.** We are driven by the needs, ideas and experiences of the people we support, learning from them and each other.

**We are open and honest.** Together we seek feedback, grow ideas and make a difference. We do what we say we are going to do.

**We work best as a team.** Everyone's contribution to our work is valued. We support each other to achieve our best and hold each other to account.

**We are proud of Vista.** We measure the quality and impact of our work, demonstrating best practice. Each of us is an ambassador.

### A little bit about health & safety, safeguarding and more

Like you, we're dedicated to providing the highest standards of care and safety. Therefore, it's crucial that we all comply with regulations, best practice guidelines and organisation-wide policies and procedures. We'll tell you more about how we do this later in the process.

**Prepared by: SP  
2019**

**Date: December**

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

### Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> <li>▪ Level 3 in Early Intervention, children's learning &amp; Family Support or equivalent – or be willing to work towards</li> </ul>		

	<ul style="list-style-type: none"> <li>▪ Minimum 2 GCSE's grade A-C or equivalent (one must be English Language)</li> </ul>		
Experience	<ul style="list-style-type: none"> <li>▪ Experience of planning and managing own workload within established guidelines</li> <li>▪ Experience of working in partnership with outside agencies</li> <li>▪ Experience of delivering parenting programmes</li> <li>▪ Experience working with children and young people with disabilities</li> <li>▪ Experience of setting up / delivering projects</li> <li>▪ Experience of working within a family support setting</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of delivering services in a health setting</li> <li>▪ Significant experience of direct work with children and families in a family support capacity</li> </ul>	
Skills & Knowledge	<ul style="list-style-type: none"> <li>▪ Advanced verbal, observational and influencing skills</li> <li>▪ Ability to handle difficult situations with sensitivity</li> <li>▪ Ability to understand and react to the needs of vulnerable families</li> <li>▪ Ability to prioritise and review and work under pressure to specific timescales and targets</li> <li>▪ Knowledge of Children's &amp; Families Act 2014</li> <li>▪ Knowledge of "Working Together 2018"</li> <li>▪ Ability to innovate and problem solve</li> <li>▪ Knowledge of Equality Act 2010</li> <li>▪ Knowledge of interventions which may be used to support children, young people and families</li> <li>▪ Excellent understanding of confidentiality and</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to work independently and within a team</li> <li>▪ Ability to produce own routine correspondence using standard letters</li> <li>▪ Ability to monitor and evaluate processes and work towards evidenced outcomes</li> <li>▪ Ability to assess information and make decisions in accordance with established policy and procedures</li> </ul>	

	<p>professional boundaries</p> <ul style="list-style-type: none"> <li>▪ Knowledge and understanding of data sharing protocols</li> <li>▪ Knowledge of parenting programmes and their delivery in the community</li> <li>▪ Ability to organise and maintain high quality case records</li> </ul>		
Personal Qualities	<ul style="list-style-type: none"> <li>▪ Be flexible in approach and undertake all duties that may fall within the role as directed</li> <li>▪ Ability to work flexibly and to work outside of normal office hours</li> <li>▪ Commitment to own professional development</li> <li>▪ Enthusiastic &amp; motivated</li> </ul>		
Other			