Job Description

Job Title:	Family Involvement and Senior Floating Support Worker **(Maternity Cover – minimum 6 months)**
Salary:	£23,000 per annum (pro rata)
Hours:	Full time, 35 hours per week
Responsible to:	Head of Housing, Quality and Training Manager

Summary of post:

The post will chiefly focus on working with families and Circles of Support across our services and to raise and maintain quality standards that reflect an ongoing commitment to our service users.

Centre 404 views families as expert and a key aspect of the role will be to act as a supportive link for families and advocates of service users and professionals working with them.

Our ethos is that people's families are not defined as only relatives. Many of the people we support do not have families and we are looking for this post to play a crucial role in developing support networks for people that involve family, friends, advocates, neighbours etc.

Centre 404 is committed to safeguarding and promoting the welfare of adults at risk and we are looking to recruit people who share these values.

Communication & Quality Assurance

- To facilitate forums for families, advocates and service users and encourage active participation in developing the service in order to enable their collective input into day-to-day and strategic planning, to provide families/advocates with updates relating to the service, including any changes and/or future plans.
- To assist in quality assurance and policy writing work and development for the service.
- To ensure families/advocates are aware of named contacts at Centre 404 and are invited to forums and events
- To engage with families/advocates and service users on an ongoing basis and develop ideas for sourcing their feedback to help shape future service delivery. To coordinate and collate feedback accordingly.
- To maintain contact with families/advocates of service users and provide reassurance during times of change and stress.
- To maintain and develop a network of families/advocates
- To keep a clear record of all contact and meetings
- To provide reports as required in relation to learning and action plans.
- To work with families/advocates and service users around referrals
- To work with families/advocates and service users around needs assessments and support planning.
- To address complaints and concerns, including potentially challenging situations, as required
- To support Quality Assurance Team with spot checks and other quality monitoring duties.

Senior Support Worker Duties

- To support the service by filling in for any gaps as a floating Senior Support Worker or by covering support sessions as needed

- Support service users with a range of needs to develop their independent living skills
- Work with a person-centred approach ensuring choice and control for service users and using active support when appropriate. This will be in all aspects of daily living and domestic life as stated in the person's support plan.
- Support service users to maintain good health and personal care
- Support service users to be active participants in the community
- Participate in service users' meetings, team meetings and other meetings as required
- To support service users to pay their rent and claim their rightful benefits.
- To act as an advocate and voice for service users
- To keep accurate records in the appropriate files including using Charity Log Data System, and to share information with the relevant team members and professionals within appropriate timescales.
- Be flexible and willing to provide any support required to meet the needs of service users

General Duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404's Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Adhere and be committed to values which promote dignity in care.
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects
- Participate in the on call rota for the Housing service.
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

Person Specification

(E) Essential requirements (D) Desirable requirements

Qualifications	Good general education: Including 5 GCSEs or equivalent professional qualification	E
	Professional qualification in a relevant area	D
Knowledge & Understanding	Understanding of what makes a quality support service for people with learning disabilities, including Social Role Valorisation	E
	Understanding of meaningful participation and being aware of the barriers to participation and how these can be overcome.	E
	Awareness of issues affecting people with learning disabilities.	E
	Awareness of self-directed support and personal budgets	E
	Knowledge and awareness of legislation (CQC), current and forthcoming issues relating to services for people with learning disabilities	E
	Knowledge of welfare benefits process	D
	Good level of understanding of the issues faced by families of people with learning disabilities	D
Experience	Experience of organising and attending events, including planning activities, achieving outcomes, keeping accurate records/minutes and assessing impact.	E
	Experience of group work and the principles of group dynamics – service users or family cares	E
	Track record of working successfully within a team	E
	Experience of working with people with learning disabilities or other vulnerable group	D
	Experience of engaging families / carers / advocates	E
	Experience of communicating complex information in a variety of accessible formats	D
Skills & Abilities	Excellent interpersonal skills, including active listening, communication with colleagues, service users, family carers, and any other third parties	E
	Strong organisational and administrative abilities, with an ability to effectively manage a varied workload	E
	Good numeracy skills	E
	IT proficient, with the ability to use a range of computer software (i.e. Office and others), able to develop templates and effective monitoring systems	E
	Ability to speak confidently in public and act as a facilitator	E
	Ability to demonstrate patience and use de-escalation techniques in difficult situations, acting as a mediator.	D
Other	Understanding of and commitment to concepts of inclusion and diversity, equal opportunities and	E

	ability to handle sensitive information appropriately	
	Ability to work flexible hours, including evenings and weekends as required	E
	Lead and facilitate the Have your say group for service users with learning disabilities	E