

Job Title: Family Caseworker and Information Officer
Salary: £26,000 per annum
Hours: Full time, 35 per week
Responsible to: Head of Supporting Families Service

Purpose of the role:

The post holder will be responsible for providing individual information, advice and support to parents/carers of children, young people and adults with learning disabilities or autism across North London Boroughs. The specific areas of advice and support will be around the four main themes: Best Start in Life, Carers Health and Wellbeing, Transitions Throughout Life, Income Maximisation (welfare benefits).

This role will also involve facilitating family carer support groups.

Case Work – main duties	Offer one to one support, advice and information around health and social care, welfare benefits and other disability related benefits.
	Provide complex information to parent/carers in a variety of accessible formats (verbal and written) as required.
	With supervision of your line managers, operate a waiting list and work within agreed targets time scales and outcomes when delivering 1 to 1 appointments.
	Assist parents/carers with a ‘tell us once’ approach. This will include formal and informal support through letter writing and coordinating evidence to assist parents in a person-centred way.
	Identify the needs of families and deliver services to meet these.
	Record, monitor and evaluate work and produce monitoring information/ reports when requested by your manager using relevant databases, forms and quality systems in line with Centre 404 and funder requirements.
	Work creatively with parents to resolve language or communication barriers.
	Contribute to the continued development of the delivery models for the benefit of the families supported.
	Access and keep up to date with changing legislation that may impact welfare benefits to ensure you are providing a well informed and high-quality service.
	Work in conjunction with other organisations which Centre 404 partners with ensuring sign posting correctly to meet carers’ needs.
	Attend occasional relevant events with boroughs where Centre 404 is based to help parents and family carers access the service.
	Provide ad hoc information sessions.
Family Involvement – main duties	Assist in the recruitment of and ongoing support of “Peer to Peer” family carer volunteers.
	Coordinate the allocation of cases to the relevant volunteer in the project and keep accurate records of all work/appointments in the Supporting Families electronic diary and database.
	Offer each volunteer regular supervision time and contribute to their personal development, ensuring access to the appropriate training or other resources.
	With support from the Casework and Quality Manager, further develop the Peer to Peer project identifying new areas of need and project strategies.
	Actively work to increase parent/carer involvement in groups and activities at Centre 404 and seek out alternative ways to reach out to isolated families.

	Organise and coordinate workshops and parental groups, including liaising with providers, trainers and speakers, organising room bookings and refreshments and liaising with managers to ensure the successful delivery of events.
	Ensure that groups and activities address relevant and up-to-date information relating to legislation, access to support and parent carer issues.
	With the support of the Supporting Families team, organise, promote and participate in whole family social activities both at Centre 404 or outside in the community. There will be occasional weekend work.
	Record all groups and activities, and collate relevant feedback and evaluation information to ensure quality and outcomes are being met.
General Duties:	Adhere to Centre 404 policies and procedures and to the requirements of funding organisations.
	Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding.
	Adhere and sign up to the Social Care Commitment and be committed to values which promote dignity in care.
	Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values .
	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 occasional evenings and weekends in accordance with the needs of the post and the organisation as a whole.
	Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects.
	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	E
	Educated to degree level/social work qualification (comprehensive experience can be considered in lieu of this)	D
Knowledge & Experience	Knowledge of relevant legislation and guidance framework in working with children, young people and adults with learning disabilities or autism, as well as their families. Able to incorporate this into daily practice.	E
	At least 2 years' experience working with parent/carers of children with disabilities	E
	Knowledge or experience of providing information, advice and support to parents and family carers	E
	Knowledge and experience of supporting parents/carers on disability related benefits or general welfare benefits.	E
	Experience of delivering casework and quality support to parent carers in person, by phone and through written or electronic correspondence.	E
	Experience of organising and delivering group work, projects or activities and engaging people from a wide range of backgrounds, including vulnerable people	E
	Experience of building and maintaining networks with statutory and local voluntary organisations	D
	Experience of supervising volunteers or other staff	E
Skills/Abilities	Excellent verbal and written communication skills	E
	Ability to negotiate and manage effective and constructive relationships with colleagues, trustees, funders, partner organisations and other stakeholders	E
	Approachable and diplomatic with the ability to communicate effectively with a diverse range of people (including those with learning disabilities and people from a variety of social and ethnic backgrounds) and to maintain confidentiality and professional boundaries	E
	Excellent organisational skills including time management and task prioritisation and ability to work to tight deadlines	E
	IT proficient, with the ability to use a range of computer software (i.e. Office and others)	E
	Self-motivated with the ability to work on own initiative and as part of a team	E
Other	Understanding of and commitment to concepts of inclusion and diversity, equal opportunities and ability to handle sensitive information appropriately	E
	Adaptable, flexible and able to attend meetings and activities in line with the role that occasionally take place in evenings or at weekends	E

Mission, Beliefs and Values

Centre 404 is working towards a world where people with learning disabilities and their families have the support they need to flourish and enjoy the same rights, freedom, responsibilities, choices and quality of life as people within the wider community.



Centre 404's **Beliefs** and **Values** are deeply rooted in the way that we work and will continue to underpin the future direction of the charity.