

PENHALIGON’S FRIENDS

**Family Services Support Worker**

# JOB DESCRIPTION

**Job Details**

**Job Title:** Family Services Support Worker

**Grade:** B (£17,000 - £20,000)

**Hours:** 37.5 hrs

**Reports to:** Family Services Manager/Manager

**Accountable to:** Board of Trustees

**Location:** County – wide working mainly from our office in Redruth

**Contract length:** Fixed term for 12 months

1. **JOB SUMMARY**

Penhaligon’s Friends Children’s Bereavement Charity provides emotional and practical support for families who have bereaved children in Cornwall. We are a reputable charity with a clear vision for growth and a strong sense of values. We provide telephone advice and support, family visits, group and individual support and training.

In line with current funding, we are looking to appoint an additional member of staff for a fixed term of 12 months to support our delivery of high quality family support and volunteer development.

We are looking for an enthusiastic, confident individual with proven communication and organisational skills. We offer a stimulating job with regular supervision and opportunities for professional development.

The person appointed to this position will be responsible for supporting the coordination of the charity’s core service delivery with children, young people and their families. You will be providing information and advice to families and professionals.

This post reports to our Family Services Manager and is based in our Redruth office with regular requirement to travel throughout Cornwall.

With understanding of child protection, information sharing and the rules around data protection you lead by example, drawing on your own professional experience and working within established guidelines. Providing bereavement support to families, you understand processes of grief, loss and change - and how best to help others deal with its impact.

We are looking for someone who is practical, people-oriented, and thrives at working within a fast paced environment whilst maintaining accuracy. You will work collaboratively with our team and volunteers to ensure consistent delivery of a high-quality service.

You understand, through your practical knowledge of diversity issues affecting children, young people and their families that being responsive to others needs and concerns, is essential.

This role will require you to draw on your friendly, open communication style to motivate and encourage volunteers, developing them within their role and helping them to achieve their goals. You will support the growth of our volunteer team by promoting volunteering opportunities in line with the charities needs.

Your confident use of IT (including MSOffice) will support your collaborative, friendly working style. Applications will be particularly welcome from those who have experience of working with bereaved families or those who have worked in a community environment.

**2. MAIN RESPONSIBILITIES**

* Providing support, advice & information to families and professionals over the telephone
* Offering advice, support to teachers and other professionals whose work brings them into contact with bereaved children and young people.
* To contribute to the delivery, and be a facilitator for group programs and core activities where required.
* To coordinate, support, supervise and train volunteers working with bereaved children, young people and families as appropriate.
* Preparation for activities and training days, setting out tables, chairs and computer equipment as necessary (room layout, catering, registration, bookings, resources)
* To administer and participate in monitoring and evaluation of service delivery.
* Maintaining relevant databases and recording information effectively.
  + To signpost young people to other relevant agencies and programmes as appropriate.
  + To attend team meetings and contribute to team development.
  + Updating social media and website.
  + To work within the limits and boundaries of the charity.
  + To deliver reports to the Board of Trustees and attend meetings as necessary.
  + To undertake any other reasonable tasks delegated by the Manager.
  + Occasional visits to family homes and schools/other settings
  + Supporting group activity sessions
  + Other core activities
  + Updating and creating new resources where required
  + To participate in regular supervision with the Family Services Manager and to ensure that the Family Services Manager is made aware of any issues of major importance or concern.
  + To comply with the policies, procedures and ethos of Penhaligon’s Friends
  + To undertake appropriate training and keep up with organisational procedures, legislation and developments in professional practice
  + General administrative tasks required to support the role and the Family Services Team

**Communication and Working Relationships**

The post holder will need to liaise with the following people:-

* All Penhaligon’s Friends staff & volunteers
* Members of the public including bereaved families and referrers
* Other statutory, voluntary and community agencies

Given the developmental nature of the service, this job description is not exhaustive and may be amended as necessary in consultation with the post holder and the Board of Trustees.