## Sparkle Logo 2011

## Sparkle Outreach Family Liaison Officer

## Job Description

## Post title: Sparkle Outreach Family Liaison Officer

**Responsible to: Children’s Centre Team Lead**

**Location: Nevill Hall Children’s Centre, Abergavenny**

**Salary: £13,490**

**Hours: 24 hours per week**

**Contract Period: 12 months fixed term contract**

**JOB PURPOSE**

To act as a first point of contact for all families with respect to any enquiries they may have with regard to services or leisure activities that children and young people require and actively seek out parents who are struggling or in need of support.

To meet with families of children with disabilities and developmental difficulties to improve access to health, social care, education and leisure, signposting to appropriate services and supporting families to develop plans to meet child and family needs.

To support, as required, the parent befriender service.

To work as part of the children’s centre team accepting referrals from a wide range of professionals for families in need of support, contributing to the delivery of child and family services within community settings.

To work independently under the management of the Children’s Centre Team Lead, taking initiative in respect of family support activities that may need to be implemented to meet child, young person and family needs.

To work in partnership with key stakeholders including the health board, social services, other voluntary sector services, and parents and children/young people to develop sustainable enhanced services at Nevill Hall Children’s Centre.

To ensure all families are provided with access to appropriate support services and leisure activities within the Nevill Hall catchment area.

**DUTIES AND RESPONSIBILITIES**

**Main duties and responsibilities**

* To undertake consultation with families, facilitating focus groups, developing case studies and digital stories and undertaking user evaluation to clearly understand families’ needs in respect of the enhanced support and leisure services they require.
* To meet with parents/ carers / families face to face to listen and discuss their issues which may be multi-faceted in respect of physical, social, financial and environmental issues.
* To listen to the issues that families raise and provide constructive, helpful, sensitive solutions.
* To listen to families who are distressed and anxious about their child or young person, possessing the emotional resilience to provide support and sign posting on as needed.
* To manage families who may be verbally aggressive with sensitivity and tact, seeking support from senior managers as appropriate.
* To understand the range of statutory and voluntary sector services and agency support that can be accessed by vulnerable children and families within the children’s centre catchment area so as to be able to sign post effectively.
* To facilitate meetings between families and professionals in respect of key issues that families raise and require the support of agencies to resolve.
* To clearly articulate the priorities for families and the outcomes they wish to achieve to ensure the new model of enhanced support and leisure services will achieve these outcomes.
* To promote, monitor and evaluate the effectiveness of the “Supporting Families is Everyone’s Business” model.
* Research, observe and assess best practice used in other children centres and identify gaps in current services to inform a new model of enhanced support and leisure services.
* To work with other professionals to identify how parents could be better supported to be more empowered, building self-esteem and confidence to enable them to manage with less support from services.
* Once agreed, to lead the pilot of a new model of enhanced support and leisure services.
* To attend Integrated Service for Children with Additional Needs (ISCAN) meetings where necessary.
* To engage with families to build relationships and trust, and act as a first point of contact for all families accessing Nevill Hall Children’s Centre.
* To assist and/or signpost families to the most relevant person, professional or activity.
* To support the family in achieving resolution in accessing all appropriate services to meet their child’s needs.
* To support professionals in working with families, undertaking joint visits as appropriate.
* To receive suggestions and ideas from children, young people and their families and act upon those where possible.
* To arrange open “information” days, including inviting parents groups, voluntary sector organisations, relevant public sector organisations, etc.
* To enable the flow of information between parents/families and voluntary sector organisations.
* To encourage and compile all service user feedback from surveys, projects and user-initiated activities including robust monitoring, evaluation and reporting.
* To undertake any administration relevant for the role and complete reports for Sparkle and ISCAN Boards as requested.
* To be familiar with the complaints and comments procedures for organisations within the Nevill Hall catchment area who are working with families of children with disabilities and developmental difficulties.
* To develop and co-ordinate Nevill Hall information days and children centre fun days.
* To demonstrate a willingness to undertake relevant training, development and learning opportunities to improve skills and knowledge.
* To participate in supervision with an agreed supervisor.
* To comply with the Health and Safety at Work Act 1974 procedures and processes.
* To work within all relevant Sparkle, ABUHB and children centre policies and procedures, working proactively to improve services for children and families.
* To observe confidentiality in all aspects of work.
* To listen to complaints from families about services, resolving informally where possible and escalating as appropriate to senior manager.
* To volunteer for at least four Children Centre events, fun days, etc. per annum.
* To undertake any duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

**Education and Training**

* To take personal responsibility for lifelong learning through reflective practice and the attendance of relevant training courses as identified within a personal development plan.
* To participate in an annual appraisal process and agree and review personal objectives with the Children’s Centre Team Lead.
* To ensure compliance with mandatory and statutory training as directed by Sparkle and the Health Board.

**Special Conditions**

* The nature of the post will require a very flexible approach to hours of work. There will be a requirement to attend meetings, run sessions and attend events etc., which take place at evenings and on weekends.

**Safeguarding**

* All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Sparkle Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Health & Safety**

* Individuals employed within Sparkle must take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions whilst at work.

**Data Protection**

* Individuals employed within Sparkle are responsible for any records they create, use or handle. This responsibility is established and defined by law.
* All employees working for or within Sparkle who record, handle, store or otherwise come across information, have a personal common-law duty of confidence. The Data Protection Act 1998 and General Data Protection Regulation (GDPR) now places statutory restrictions on the use of personal information, including health information. All staff need to acknowledge the importance of records and their personal responsibilities.
* Its security is of prime importance and serious consequences can result should a record go missing. Any disclosure of such information without permission is a disciplinary offence and may result in dismissal.

**Flexibility Statement**

* This job description is a guide to the duties you will be expected to perform immediately on your appointment. It will be periodically reviewed in the light of development work requirements and, in consultation with the post holder may well be changed from time to time to meet changes in line with Sparkle’s requirements.
* The post holder may be required to provide cover for other areas during periods of staff shortages, leave or sickness.

***Sparkle is committed to Safeguarding and Promoting the welfare of children, young people and vulnerable adults.***

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post 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

## POST: Sparkle Outreach Family Liaison Officer

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **INDICATED BY** |
| Qualifications  | * 5 GCSEs or equivalent including Maths and English
 | * Knowledge of administration procedures and systems to manage projects
 | Application form |
| Experience | * Experience/Understanding of working with children with disabilities and their families
* Experience of networking with a range of professionals and families
 | * Experience of partnership working with other agencies.
* Experience of working in a customer care/complaints/ quality assurance environment
 | Application formInterview |
| Training/Professional development | * A willingness to undertake and continue training within this post.
 |  | Application formInterview |
| Professional skills | * The ability to establish excellent working relationships with parents in challenging circumstances.
* The ability to establish excellent working relationships with children and young people.
* The ability to establish excellent working relationships with professionals
* The ability to work under pressure
* Excellent negotiating and mediation skills
* The ability to prioritise work
* The ability to work as part of a team
* Excellent communication skills
* Good administrative skills
* ICT skills
* Imaginative problem solving
* Flexible attitude coupled with the ability to adapt approach with changing situations
* Willing to go the extra mile and volunteer to support children’s centre events
 |  | Application formInterviewReference |
| Personal Qualities | * Enthusiastic
* Excellent at actively seeking out parents who are struggling or in need of support
* A commitment to equal opportunities.
* A commitment to supporting young people to achieve their potential.
* Energy, stamina, resilience
* Patience
* Reliable and Punctual
* Empathy
* Excellent Time Management
* Self-starter, enthusiastic, loyal and committed
* Completer finisher, energetic, task focused and with an appetite for hard work
* The ability to think outside the box
* Extreme flexibility and ability to work evenings and weekends to meet the needs of families
* To be independently mobile in order to meet with families within the community/in their own homes
* Ability to embrace and adapt change
* Dynamic, passionate and self-motivated
 |  | Application formInterviewReference |

Updated December 2019

Donna Colwill