



**ANEURIN BEVAN UNIVERSITY HEALTH BOARD**  
**Job Description**  
**Integrated Service for Children with Additional Needs**  
**(ISCAN)**

---

**Job Title:** Family Support Worker

**Band:** Band 4 **(Ref: 2017/0209)**

**Hours of work:**

**Division:** Family & Therapy Services

**Directorate:** Occupational Therapy

**Base:** Children's Centre

---

**ORGANISATIONAL ARRANGEMENTS**

**Professionally responsible to:** Care Co-ordinator, ISCAN

**Accountable to:** Integrated Children's Service Manager

**Report to:** Care Co-ordinator, ISCAN

---

**JOB PURPOSE**

- The post holder will be accountable for the provision of a co-ordinated range of services for children with disabilities and/or developmental difficulties, aged 0-18 years of age. The post holder will be an independent practitioner with the skills and ability to assess the needs of children and families liaising with the multidisciplinary team to secure appropriate provision. They will develop effective networks and maintain collaborative partnerships with relevant partner agencies such as education and social care.
- The post holder will work directly with families who have children with disabilities and complex health and social care needs, delivering low intensity emotional and practical support. These families will inevitably have a number of professionals supporting them and require a family support co-ordinator to provide them with an individualised package of support for the whole family. The family support co-ordinator will facilitate a multi-disciplinary team approach which will result in the production of a single plan based on the child and families assessed needs.

**Integrated Service for Children with Additional Needs**  
**(ISCAN)**

- The successful post holder will be based in a children's centre, however he / she will work from various venues including schools, community based venues and the family's homes. The post holder will work in partnership with families, education, social services, health and other children's services with an emphasis on empowering children, young people, parents, carers and their families to be at the heart of decision making about their lives.

## **DUTIES & RESPONSIBILITIES**

### **Main duties and responsibilities**

- Carry a defined caseload of children and young people with complex needs taking responsibility for implementing the care coordination process in an effective and efficient manner, under the direction of the Care Coordinator.
- Provide regular, timely contact and continuity of support to families of children and young people with disabilities and/or complex needs.
- Provide a single-point-of-contact for information and advice for both families and professionals working with that family.
- Co-ordinate services for the family and ensure their timely delivery across all agencies, to include anticipating the future needs of the family to ensure all intervention is timely, appropriate and informed by the family's priorities and/or child or young person's aspirations.
- Co-ordinate and chair multi-agency care co-ordination meetings whilst working in partnership with families and other agencies. Family Support Co-ordinators will support the production of a single plan based on an integrated assessment which provides a holistic approach to meeting the needs of the child/young person alongside their other family members.
- Co-ordinate the timely production of the care plan that arises from the integrated assessment process and ensure that all professionals are kept informed as to any amendments or changes to family circumstances
- Create and maintain electronic records relating to the co-ordination of services and to ensure that all professionals and other members of the team, working with the family are informed of any changes to family circumstances or needs between review meetings.

- Provide personal, practical and emotional support that is sensitive and appropriate to needs and family circumstances.
- Work in a way that empowers parents and young people to take responsibility and work towards enabling self-management of their own lives commensurate with their ability and/or stage of development.
- Be proactive in ensuring that administrative deadlines are met and to be responsible for individual time management to prioritise workload and adjust according to the day to day needs of the service users.
- Act as a lone worker visiting families and to deal with potentially hostile or aggressive situations effectively within ABUHB guidelines.
- Work outside normal office hours, as required, to meet the needs of the families, covering a pre-defined area.
- Where appropriate, act as a broker or negotiator to remove barriers for families and young people who find accessing activities/short breaks difficult.
- Deputise in the absence of a Care Coordinator at weekly ISCAN meetings at the relevant children's centre.

## **Key Areas**

### **Information/Performance/Creativity and Innovation**

- Hold and manage a delegated case load where there is a complex level of need which will require creativity and innovation in order to provide timely intervention, support and care.
- Have extensive knowledge of local and national services for children, how to access them and an in-depth understanding of statutory and legal requirements within which the services operate.
- Implement policies and propose changes to practices, procedures for own work area
- Adhere to Health Board policies and procedures.
- Undertake other relevant duties as required by the Care Co-ordinator. This may include specific projects and tasks directly related to the work of the ISCAN service.



## **Managerial**

- Self-management in terms of work organisation and time management.
- Requirement to rotate bases between the three children centres in Newport, Abergavenny and Caerphilly and cover workloads during periods of leave and sickness as required.

## **Education and Training**

- Take personal responsibility for lifelong learning through reflective practice and the attendance.
- Ensure compliance with mandatory and statutory training as directed by the Health Board.

## **Communication/Contacts and Relationships**

- Maintain direct contact with service users and their families, representing the service in multi-agency meetings, engage with other professionals, voluntary agencies and work in partnership with practitioners from health, education and children's services.
- Manage and deal with the tensions and conflicts which occur when chairing complex meetings between stakeholder agencies and parents.
- Attend and participate in working groups to promote the service and to network with other agencies.
- Maintain a knowledge of who the key professionals working with the family are and how to contact them.
- Demonstrate empathy and sensitivity when working with parents, carers and siblings who are grieving, following the diagnosis that their child has a disability.
- Communicate effectively within the ISCAN and Care Co-ordination service and with other departments across the Health Board and external agencies.
- Act as a representative of the ISCAN service at designated meetings.
- Exchange information with the Care Co-ordinator, clinical staff, administration staff and other departments within the Health Board, which may require the use of negotiation skills.

## **Work Environment**

### **a) Work Demands**

Organise and chair multi-agency meetings within agreed timescales. Ability to prioritise work according to individual needs of children on the case load.

Sensitively manage a service user driven service whilst ensuring that the child/young person's needs remain paramount.

Manage conflicting service demands to meet the individual needs of a child or young person.

Ongoing need to change work practice due to conflicting priorities is essential.

### **b) Physical Demands**

Documents and materials may need to be transported from one location to another and this may involve lifting and handling on a daily basis.

### **c) Working Conditions**

An ability to manage potentially challenging or sensitive situations in a lone worker situation or in meetings with parents and professionals.

Office based and remotely supervised by line manager.

Work patch covers a large geographical area and as such business mileage can be extensive. The post holder may be required to rotate their work base between the three children centres, dependent on demand.

### **d) Work Context**

There is a potential for possible conflict and aggression from service users.

The post holder will find themselves working in lone worker situations remotely from the office base. In such cases a risk assessment will be undertaken with the Care Co-ordinator.

## **Health & Safety**

- Individuals employed within Aneurin Bevan University Health Board 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 Aneurin Bevan University health Board are responsible for any records they create, use or handle. This responsibility is established and defined by law.
- All employees working for or within the NHS who record, handle, store or otherwise come across information, have a personal common-law duty of confidence. The Data Protection Act 1998 now places statutory restrictions on the use of personal information, including health information. All staff need to acknowledge the importance of health 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 Health Board's requirements.
- The post holder may be required to rotate bases with the other two children centres at Caerphilly and Nevill Hall and provide cover for the other centres during periods of staff shortages, leave or sickness.
- The post holder is expected to go the extra mile, volunteering at events taking place in the children centre for the benefit of the children, young people and families.

## **General**

### **Other Duties**

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

## **Equal Opportunities**

- The post holder is required to carry out the duties in accordance with ABUHB's



Equal Opportunities policies.

### **Health and Safety**

- The post holder is required to carry out the duties in accordance with ABUHB's Health and Safety policies and procedures.

### **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 ABUHB's 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.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

Aneurin Bevan University Health Board



## PERSON SPECIFICATION

Post: <b>Family Support Coordinator</b>	
Band	
Education/Qualifications/Training	
Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Educated to A' level standard</li> <li>▪ Level 3 in a Health, Education or Social Care or equivalent qualification plus knowledge and experience to diploma level to include the essential experience and knowledge as detailed below.</li> </ul>	
Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Relevant experience of working with vulnerable children and families in a health, education, social care or third sector organisation</li> <li>▪ Experience organising and chairing meetings.</li> <li>▪ Advocating on behalf of children and families.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working with children who have disabilities and/or developmental difficulties.</li> </ul>
Knowledge & Understanding	
Essential	Desirable
The candidates should be able to demonstrate the following either through specific examples identified when making the application or at interview.	
<ul style="list-style-type: none"> <li>▪ Knowledge of legislation relating to children with</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of appropriate professional development</li> </ul>

<p>disabilities.</p> <ul style="list-style-type: none"> <li>▪ An understanding of disability and the impact it can have on the family.</li> <li>▪ An awareness of the statutory duties and responsibilities associated with the health board, education and social services for children with additional needs.</li> <li>▪ Detailed knowledge of child protection legislation in Wales</li> </ul>	
Skills & Attributes	
Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Excellent written and verbal communication skills</li> <li>▪ Excellent organisational skills</li> <li>▪ The ability to communicate effectively with children, parents, colleagues and other agencies.</li> <li>▪ Empathy and the ability to deal with sensitive emotional issues effectively.</li> <li>▪ Ability to work within ABUHB Safeguarding policies.</li> <li>▪ Confidence to deal with other professionals from different partner agencies and advocating on behalf of</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to speak Welsh</li> </ul>

<p>the child &amp; family.</p> <ul style="list-style-type: none"> <li>▪ Ability to be aware of and to use appropriate nonverbal methods of communication to ensure the wishes and feelings of the child are taken into account at all times.</li> <li>▪ The ability to operate within a lone worker situation and use initiative within delegated area of responsibility.</li> <li>▪ Ability to develop effective relationships and networks with children and their families.</li> <li>• Ability to chair complex meetings and ensure fair and equitable participation of all participants.</li> <li>• Ability to write good quality care plans and reports.</li> <li>▪ Good I.T skills; Word, Excel, PowerPoint &amp; Outlook</li> <li>▪ Ability to work in a non-judgemental, anti-discriminatory manner.</li> </ul>	
Other Requirements	
Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Flexible attitude towards service needs, coupled with the ability to adapt approach within changing situations.</li> <li>▪ Willing to go the extra mile and volunteer to support</li> </ul>	

<p>children's centre events.</p> <ul style="list-style-type: none"> <li>▪ Ability to organise and motivate self and others</li> <li>▪ Ability to problem solve creatively</li> <li>▪ Ability to prioritise and manage own workload</li> <li>▪ To be prepared to work flexible hours to meet the needs of children and their families.</li> <li>▪ Able to travel within various locations across Gwent, if needed to support other team members.</li> <li>▪ Commitment to team working and inter-agency collaboration.</li> <li>▪ Enhanced DBS check to include children barred list check.</li> <li>▪ Ability to travel to meet the requirements of the post</li> <li>▪ Passionate about improving services for families.</li> </ul>	
--	--