



Family Link Worker

Information Pack for Applicants

- Letter from Catherine Toohey, Family Support Manager
- Job Description (including Person Specification and outline Terms and Conditions)
- Application Form
- Additional Information Form
- Equal Opportunities Form



Noah's Ark Children's Hospice
3 Beauchamp Court,
Victors Way, Barnet
EN5 5TZ
Tel : 020 8449 8877

January 2015

Dear Applicant,

Re: Family Link Worker

Thank you for your expression of interest in the above position.

Attached is some further information you may need in order to decide whether you wish to make a formal application for this post.

Should you wish to have an exploratory, informal and confidential conversation with me please feel free to call on 020 8449 8877. If it is not possible to speak when you call, we can arrange a mutually convenient time to have a chat.

The closing date for all applications is **Tuesday 3rd February 2015** and first interviews will take place on **Wednesday 11th February 2015**

If you have decided that you would like to apply for the post please fill in the attached application form and return it in the post to the above address or to ctoohey@noahsarkhospice.org.uk, along with the completed copies of the additional information and equal opportunities forms

We are looking for an exceptional individual who has the motivation and passion to continue the success of our Family Link Team across the five boroughs we serve.

I really hope that might be you.

Thank you for your interest in our Charity.

Yours sincerely,

Catherine Toohey
Family Support Manager

NOAH'S ARK CHILDREN'S HOSPICE

Family Link Worker Job Description

JOB TITLE:	Family Link Worker
DEPARTMENT:	Care Team
LOCATION:	Based at office in Barnet, covering North Central London
SALARY:	In the region of £20,000, depending on experience
HOURS:	Full Time (part time/job share may be considered). Flexible working hours which will include some evenings and weekends as required by the duties of the post.

JOB DESCRIPTION

Main Purpose

The Family Link Worker will act as a link between families and the wider service provided by Noah's Ark, assessing their needs and introducing them to appropriate services. The worker will continue to support the family under supervision of the Family Link Team as needed during their child's time with Noah's Ark and in some cases post bereavement, providing much needed continuity.

Tasks & Responsibilities:

- Assessment of families and arrangement of appropriate services to meet their needs
- Develop and maintain links with families, offering practical and emotional support as needed.
- Provide or arrange Welfare Rights advice and support in applying for benefits and charitable grants
- Acting as an advocate and signposting to other services as needed
- Support the Link Team with family reviews, to ensure that services continue to meet their needs
- Supporting families who are bereaved
- Helping the Link Team to facilitate Parents' groups
- Maintaining accurate records on Crosscare database
- Develop contacts and networks with local services, ensuring partnership working to benefit families
- Responsibility for safeguarding the well being of children

Other duties:

- Contribute to the further development of the Family Link team
- Assist in the provision of training programmes for staff and volunteers, and participate in training as determined by the Family Support Manager
- Develop and maintain up to date knowledge of palliative care and bereavement
- Manage a caseload according to the needs of the families and the service, and participate in regular supervision
- Participate in regular Team Meetings
- Maintain an awareness of the multi-cultural nature of the North Central London boroughs and help to ensure that our service delivery is appropriate to meet those diverse needs

PERSON SPECIFICATION – Family Link Worker

	ESSENTIAL	DESIRABLE
Qualifications		A relevant qualification in a related field (e.g. social care or youth work)
Experience	Experience of support work with children and families with complex needs in a statutory or voluntary setting	Experience of working with bereaved parents Experience of group work Some experience of child protection work
Knowledge	Basic knowledge of welfare rights and resources for families of disabled children including benefits, housing, communication and mobility issues Knowledge of Child Protection and safeguarding procedures	Knowledge of the needs of life limited or life threatened children and their families.
Skills	Excellent listening skills Good assessment skills Excellent sensitive interpersonal skills IT skills High degree of literacy and ability to write letters and reports	Experience in using a database
Abilities	Team player Ability to relate confidently to other professionals Good networking ability Ability to work under pressure and to manage time effectively Ability to advocate for families Ability to work in a holistic way with families	
Personal Qualities	Trustworthy with a high level of integrity. Discreet and able to maintain confidentiality Adaptable and flexible Able to work both independently and as a member of a team Open minded and non-judgmental Enthusiastic and with a sense of humour Committed to the welfare of children	
Special Conditions	Some working outside of office hours. Valid driving licence and own car essential.	

OUTLINE TERMS AND CONDITIONS OF EMPLOYMENT

Position: Family Link Worker

Reporting to: Family Support Manager

Location: Working from Noah's Ark Office in Barnet, majority of time in the community

Salary: In the region of £20,000, depending on experience

Notice: Two Months

Hours: Full time – 37.5 hours exclusive of breaks (part time or job share may be considered)
Flexible working hours, which will include occasional evenings, weekends and nights as required by the duties of the post
Shared responsibility of on call telephone service

Holidays: 25 days per annum plus Bank Holidays (entitlement increasing by one day per annum for each full year completed service, up to a maximum of 30 days per annum)

Pension: Stakeholder pension scheme or, if member of NHS Pension Scheme or are able to rejoin, we will seek to continue contribution

Statutory Sick Pay and Maternity Pay 10 days paid sick leave per annum. Payment for any additional absence from work through sickness will be made in accordance with the Statutory Sick Pay regulations. Maternity Pay will be in accordance with the Statutory Maternity Regulations

Probationary period This post is subject to the requirements of a six month probationary scheme for new staff.

Noah's Ark Children's Hospice operates in a no-smoking workplace.

This job description may be modified in the light of development and changing circumstances and the post holder should be prepared to undertake further duties that may arise as the work of the Noah's Ark Care Team continues to develop.

An enhanced DBS Disclosure will be required for this role.

In all areas the post holder will have the full support of the Chief Executive and other Heads of department within Noah's Ark Children's Hospice.

The post holder should at all times be aware of the confidential nature of the work of Noah's Ark Children's Hospice.

This job description will be reviewed as part of the post holder's annual appraisal.

EQUAL OPPORTUNITIES POLICY STATEMENT

Noah's Ark Children's Hospice is an equal opportunities employer.

In line with the current legislation, as an employer of staff and as a deployer of volunteers, we aim to ensure that all job applicants, staff and volunteers do not suffer unfair discrimination because of their race; nationality; ethnic origin or religious belief; social class; age; disability; sexual orientation; marital status; family situation; or gender.

We aim to ensure that all people with whom we work are valued for their contribution and are given the opportunity to realise their full potential within the organisation.

Noah's Ark Children's Hospice believes that following a policy of equality of opportunity will benefit not only the individual but will also benefit and enrich the whole organisation



Charity No. 1081156

NOAH'S ARK CHILDREN'S HOSPICE
3 Beauchamp Court
10 Victors Way
Barnet
EN5 5TZ 020 8449 8877

APPLICATION FOR EMPLOYMENT

PRIVATE & CONFIDENTIAL

Return this form to:

**NOAH'S ARK CHILDREN'S HOSPICE
3 Beauchamp Court
10 Victors Way
Barnet
EN5 5TZ**

POSITION APPLIED FOR :- Family Link Worker

Ref No:

Title:	Schools gained (and dates)	Qualifications
Surname:		
Forename(s):		
Address:		
Postcode:		
E-mail address:		

<p>Tel. Nos (please include code):</p> <p>(Home)</p> <p>(Work)</p> <p>(Mobile)</p>	
<p>Current driving licence? Yes/No</p> <p>Groups: Expiry Date:</p> <p>Details of any endorsements:</p>	<p>College/university Qualifications gained (and dates)</p>
<p>NI No.</p>	
<p>Are there any restrictions on you taking up work in the UK? Yes/No (If yes please provide details)</p>	<p>Other training (and dates)</p>
<p>GSCC Registration Number</p>	

OTHER EMPLOYMENT

Please note any other employment you would continue with if you were to be successful in obtaining this position.

LEISURE

Please note here your leisure interests, sports and hobbies, or other pastimes, etc.

EMPLOYMENT HISTORY (Please complete in full using a separate sheet if necessary, starting with your most recent employment and give reasons for any gaps in employment)

Name & Address of employer	Job Title & Duties	Dates of employment & Salary on leaving	Reason for leaving / explanation of any gaps

GENERAL COMMENTS

Please detail here your reasons for this application, your main achievements to date and the strengths you would bring to this post. Specifically, please detail how your knowledge, skills and experiences meet the requirements of this role (as summarised in the person specification).

REFERENCES

Please provide details of two referees who can provide information relating to your competency in a caring role, one of whom must be your present or most recent employer (referees for qualified Nurses must be professionals). If you are a student, please give an academic referee. If you are applying for a post which requires unsupervised access to children/vulnerable adults, we reserve the right to approach any past employer for a reference.

1.	Name:	2.	Name:
	Position:		Position:
	Organisation:		Organisation:
	Address:		Address:
	Postcode:		Postcode:
	Tel No.		Tel No.
	May we approach the above prior to interview? Yes/No		May we approach the above prior to interview? Yes/No

CAUTIONS, REHABILITATION AND CRIMINAL RECORDS

Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of the Exceptions Order 1975 as amended by the Exceptions (Amendment) Order 1986, which means that convictions that are spent under the terms of the Rehabilitation of Offenders Act 1974 **must be disclosed**, and will be taken into account in deciding whether to make an appointment. Any information will be completely confidential and will be considered only in relation to this application.

In addition you are required to submit to a DBS check. Any standard or enhanced disclosure made by the DBS will remain strictly confidential.

Have you ever been convicted in a Court of Law and/or cautioned in respect of any offence? YES/NO (delete as required)

If YES, please give details

SPECIAL REQUIREMENTS (CARE SECTOR)

Because this position involves the care of children and/or vulnerable adults employment is dependent on the following:

- 1) Your written consent to obtaining a standard/enhanced disclosure certificate from the DBS or an approved umbrella body.
- 2) Such disclosure being acceptable to us.
- 3) Proof of identity – birth or marriage certificate (where appropriate) and passport (if available).
- 4) Two satisfactory written references.
- 5) That you will supply a photograph of yourself for retention in your records.

DECLARATION (Please read carefully before signing this application)

- 1. I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered.
- 2. Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor. I agree that the organisation reserves right the right to require me to undergo a medical examination. In addition, I agree that this information will be retained in my personnel file during employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act.
- 3. I agree that my previous employers may be approached for references. I also agree that should I be successful in this application, I will, if required, apply to the Disclosure and Barring Service for a standard or enhanced (as appropriate) disclosure. I understand that should I fail to do so, or should the disclosure or reference not be satisfactory, any offer of employment may be withdrawn or my employment terminated.

Signed:

Date:

Additional Candidate Information Form



Family Link Worker

Surname First Names(s)
.....

1. Do you have any criminal convictions? Yes ____ No ____
If YES please give details

(N.B. Continued employment will be dependent on a satisfactory DBS check – this will be initiated once the candidate has been appointed)

2. Asylum and Immigration Act 1996
In order to comply with all the legislation including the Asylum and Immigration Act 1996. If you are offered employment with Community Aid UK you will need to show evidence of proper immigration status in the UK.

Do you require a work permit? Yes ____ No ____
If YES please give details

3. Is there any other information, which may impact on your functioning within the above post, which, as your prospective employer, you feel we should be aware of?

(Please continue on a separate sheet, if necessary, in responding to any of the above questions.

DECLARATION

I certify that the information given on this form is correct to the best of my knowledge. I understand that, if appointed, this application form will become part of my personal file. I understand that should any false statements or omissions be made, this may lead to dismissal.

Signed _____

Date _____

Equal Opportunities Monitoring Form – Applications for Family Link Worker

This monitoring information is kept separately and is an anonymous survey. **Please do not identify yourself on this form.**

Noah's Ark Children's Hospice aims to provide equal opportunities and fair treatment for all people applying to be staff or volunteers regardless of race or ethnic origin, age, gender, disability, sexuality, nationality or citizenship, marital status, religion or faith or unrelated criminal conviction

In order to achieve these aims we have a policy of monitoring applications for all posts. As part of this monitoring process we ask for your co-operation in completing the questions in this form.

We wish to give you the following assurances:

- The information provided will not form the basis of any part of selection
- All information in the application form will be regarded as confidential
- This monitoring information will only be used for statistics
- This form will be detached from your application form and filed separately for statistical purposes.

Age (please tick as appropriate):

Under 25 25-34 35-44 45-54 55-64 Over 65

Please indicate your ethnic group by ticking one box:

White:

- British
- Irish
- Other white

Black or Black British:

- Caribbean
- African
- Any other black background

Asian or Asian British:

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Mixed Heritage:

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed (specify if wished)

.....

Chinese, British Chinese or other Ethnic Group:

- Chinese
- British Chinese
- Any other ethnic background
- I do not wish to declare my Ethnic origin

Gender (please tick):

Female Male

How would you describe your sexual orientation (please tick)?

- Heterosexual
- Bisexual
- Lesbian
- Gay

Other

Prefer not to say

Marital Status (please tick):

Single

Divorced or separated

Married

Other (please specify)

Would you describe yourself as having a disability (please tick)?

Yes

No

How would you describe your religion (please tick)?

My religion is:

Prefer not to say

I have no religious beliefs

How did you hear about this post?

e.g. advert (where), Noah's Ark Website, word of mouth, other

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Thank you for completing this form. Please place this form in an envelope marked Equal Opportunities, seal and return with your application.