

JOB DESCRIPTION: Family Support Hub Officer

LOCATION: Home based. The postholder will need to have access to

a private space for receiving and returning calls.

Some travel to Bristol office and other locations

RESPONSIBLE TO: Family Services Manager

DIRECT REPORTS: None

TYPE OF ROLE: Part time or full time, up to 35 hours per week

2 year fixed term contract

PURPOSE OF POST:

The postholder will work within our Family Support Hub, providing high quality support to those families contacting the service through the Helpline, website and from partner referrals. The purpose of this role is to help Together for Short Lives reach and support more families - responding appropriately to their needs by listening, signposting or referring onto internal and external support eg grants, peer support, events and engagement opportunities.

The Family Support Hub Officer will help us to build a strategic programme of work for our membership of organisations and professionals to improve and expand the range of support that they can offer to families.

# DUTIES AND RESPONSIBILITIES

# Provide direct information and support for families through our Helpline Service and wider Family Support Hub.

# Providing a first response to callers to the Helpline service,

# Assessing the needs of helpline service users and responding as appropriate

# Provide active listening support and information

# Support parents/carers to access grants

# Complete grant applications

# Encouraging self-advocacy

# Signposting to resources and other agencies

# Signposting appropriately to children’s palliative care services and other organisations and services when required.

# Maintaining appropriate records of all enquiries on our call handling system and database.

# Support the building of engagement platforms and peer support groups for families

# Support the development of new groups and peer support for families

# Support the development of platforms to ensure that we hear the voices of families when developing new services, information, and resources.

# Contribute to the development and delivery of projects related to the family support hub

# Contribute to the strategic development of our family Hub services

# Contribute to the development of our Family Support Hub to ensure that our services are accessible for all families

# Liaising and building links with organisations and partners

# Support the marketing of the Family Support Hub

# Support the wider work of the charity as we develop resources, projects and programmes to support our professional membership to develop services for families

# Supporting our communications and broader campaigns to ensure that they reflect the diversity of our audiences

# Capture and record family voices and stories and share these across Together for Short Lives to inform all aspects of our work in formats that can be used externally to inform stakeholders of the issues families and professionals face

# Be involved in planning events for example memory making, engagement hubs and fundays delivered online and in the community and support the running of events

# Help identify and grow family and professional experts/advocates who are willing to support the work of Together for Short Lives

# General duties

# Carry out administrative duties as needed to support the work of the wider team

# Attend relevant events across the UK to support the work of PSD team

# Attend PSD team meetings (in the Bristol office and other locations in England) and contribute to wider organisational meetings and events as appropriate

# Work within the guidelines of the organisational safeguarding policy and the Local Safeguarding Children’s Board (LSCB) procedures

**PERSON SPECIFICATION**

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| **QUALITIES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | NVQ level 3 | Health, Education, Youth and Community, Social care/work or Participation qualification.  Mental Health First Aid Qualification or equivalent |
| **Experience** | A minimum of one year of Helpline or palliative care experience/ experience working in a healthcare, education, community or social care setting with children with complex health needs/families or a background in youth and Community work, support work or play work/ outreach work.  Providing listening support. | Knowledge and experience of processing grant applications  Knowledge of the children’s palliative care sector.  Knowledge of IAG  Knowledge of SEND  Knowledge of benefits and financial support  Working as part of a project team supporting people from diverse communities including working with community and faith groups.  Understanding children’s safeguarding practice.  Record keeping and awareness of GDPR principles |
| **Skills & Abilities** | Excellent telephone manner: skilled active listener with the ability to identify a caller’s needs and respond empathetically.  Ability to communicate clearly and effectively with a wide range of people regarding sensitive and/or complex issues, both verbally, and in writing.  Excellent I.T Skills including experience using Microsoft office, data bases and social media  Ability to store and access data from databases  Good organisational skills. Able to plan, prioritise and implement work allocated in a timely manner.  Cultural sensitivity and awareness.  Confident in using search engines and databases to retrieve information  Ability to respect and maintain confidentiality. | Experience in delivering presentations  Experience in planning and/or running events.  Collecting and monitoring data.  Report writing |

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| **QUALITIES** | **ESSENTIAL** | **DESIRABLE** |
| **Personal Qualities** | Empathetic and non-judgemental approach to working with service users.  Emotionally resilient and pro-active in seeking personal support.  Outgoing and enthusiastic about engagement with communities  Flexible with a positive attitude to change  Ability to work effectively in a team and as an independent worker  Ability to set and maintain professional boundaries with staff, children, family and visitors  Commitment to the work of Together for Short Lives and to be an ‘ambassador’ for the charity at all times | Fluent speaker of an additional language e.g. Bengali, Hindi, Urdu, Panjabi  Own car and driving license. |