 

JOB DESCRIPTION – Kentown Family Service Coordinator

**LOCATION** Home-based with travel across Cumbria & Lancashire, Greater Manchester

**RESPONSIBLE TO** KentownLead Family Service Coordinator

**CONTRACT** 2 posts available: 1 x3 year fixed term contract, 1x 9-month maternity cover

**HOURS** 35 hrs per week

# PURPOSE OF POST

The role of the Kentown Family Service Coordinator is to build relationships with families referred into the Kentown programme, supporting them from first point of contact through to their continued care. Collaborative team working is an essential part of the Kentown model therefore, communication with the team of Kentown nurses and Family Support workers is a vital part of working together around a family to ensure their clinical, spiritual, emotional and physical needs are met.

The role will require the post holder to undertake an assessment of the referred family's needs either in person, virtually or over the phone. The post holder must become familiar with the core offer at Together for Short Lives, as well as offers from other national and regional charities with an aim to support any identified need during the assessment.

The Kentown Family Service Coordinator will also communicate and link families with children’s palliative care and other services in the region. Locally, they will promote the services offered to families through the Kentown Childrens Palliative care programme, raise awareness of children’s palliative care and support events.

The role will be home-based with travel within the region. The role may include cross-cover site working as part of the wider Kentown programme, currently with services being developed in the Lancashire and South Cumbria region, and Greater Manchester region. The post holder must hold a full clean drivers license.

# KEY DUTIES AND RESPONSIBILITIES

## Connecting/engagement with services

1. Becoming familiar with the range of health and social care services provided locally and the detail of their offer (eg; their referral criteria, key contacts, opening hours).
2. Active continual expansion of the directory of services to which families can be signposted locally.
3. Building strong links with all services in the local children’s palliative care network.
4. Liaising with a broad range of community-based agencies and services that support the needs of children and families.
5. Proactively build partnerships with local and regional organisations, charities, and community groups to extend support available to families. Identify opportunities for collaborative projects, referral pathways, and co-delivered events or services.
6. Raising awareness of children’s palliative care and the work of Together for Short Lives with a range of local professionals.
7. Collaborate with the wider Kentown team and attend regular meetings to support the work with families.
8. Identify training needs and share learning with peers and external stakeholders. Where appropriate, contribute to informal learning opportunities within the local network around family support and children’s palliative care.

## Coordinating family support

1. Be the first point of contact for families referred into the service.
2. Undertaking a family-focused baseline needs assessment with families identifying their immediate needs and accounting for parents and child’s wishes.
3. From the needs assessment, developing a programme of support for the family, with the family. This will be regularly reviewed to ensure ongoing effectiveness of support provided.
4. Identifying those families who may have greater needs or who may need additional support (eg language, transport) to access children’s palliative care services, advocating for those needs when families are unable to advocate for themselves.
5. Supporting families to navigate the health, social care and voluntary care systems and to access the services they need for their child and wider family.
6. Supporting families in accessing a wide range of statutory, voluntary, and charitable resources, including welfare support, emergency grants, educational support, respite, and emotional wellbeing services
7. Plan, facilitate and evaluate community-based events for families.

## Supporting the Kentown Programme within the work of Together for Short Lives

1. Ensure families referred to the Kentown programme benefit from the wider support opportunities available through the Together for Short Lives Family Support Hub
2. Ensure that Kentown children are safeguarded, and that Together for Short Lives Safeguarding Policy and Procedures are always followed
3. Support the ongoing evaluation of the Kentown programme, including collection of family feedback, collation of case studies, and contribution to impact reports.
4. Actively contribute and attend Together for Short Lives PSD team meetings and to wider organisational meetings and events where appropriate.
5. Promote and champion the work of Together for Short Lives and the Kentown Children’s Palliative Care Programme
6. Represent Together for Short Lives and the Kentown Programme at local engagement meetings, strategic forums and events, championing children’s palliative care and family voice
7. Actively pursue opportunities for learning and development which are relevant for the post.
8. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

**Additional Responsibilities within the Kentown Programme:**

1. The role may include cross-cover site working as part of the wider Kentown programme, currently with services being developed in the Greater Manchester region. This will ensure continuity of care and shared learning across localities where needed.
2. The post holder will be expected to engage in relationship building and peer support with other members of the Kentown team, contributing to a collaborative approach and shared best practice across regions.
3. Regular attendance at Kentown programme team meetings will be required, both for coordination and professional development, contributing to the collective delivery and evolution of the programme.

**PERSON SPECIFICATION**

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| **QUALITIES** | **Essential** | **DESIRABLE** |
| **Qualifications** | NVQ Level 3 or equivalent in a relative subject field eg Health and Social Care, Education, Family Suppor    A full clean driving licence | Safeguarding training for children  and adults |
| **Experience** | Minimum of 2 years experience working in a healthcare, education or social care setting with children/families  Assessing the full range of needs of families caring for babies, children or young people with complex health needs.  Providing information to a range of service users.  Building and maintaining strong working relations with  professional partners.  Understanding of working with diverse communities.  Collecting and monitoring data. | Experience working with children with complex health needs/life limiting conditions and their families.  Working within a multi disciplinary team  Understanding of transition (from children’s to adult services) |
| **Skills & Abilities** | Confident, clear and professional communicator through a variety of mediums (face to face, telephone, in writing, e mail) with families, colleagues and with professionals.  Ability to identify a family’s needs and respond empathetically  Ability to work effectively and sensitively with parents/family caring for a child with a life limiting condition, aiming to prioritise their wellbeing  Ability to explain and help navigate the health and social care sector.  Ability to signpost to a range of services and support in line with a family’s needs  Good level of IT ability – will need to be self-sufficient  Understanding of safeguarding policies and protocols.  Record keeping and knowledge of GDPR. | Event management |

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| **QUALITIES** | **Essential** | **DESIRABLE** |
|  | Must have the ability to respect and maintain confidentiality  Cultural sensitivity and awareness. |  |
| **Personal Qualities** | Empathetic and non judgmental approach to working with families  Ability to demonstrate an understanding of and empathy with issues surrounding children with life limiting conditions including death of a child  Commitment to community participation and user involvement.  Ability to work effectively in a team with Kentown Programme colleagues and independently.  Good time management  Ability to prioritise workload in a demanding environment  Emotionally resilient and proactive in seeking personal support  Willingness to travel  Must have a full clean driving licence. |  |