

JOB DESCRIPTION: KENTOWN FAMILY SERVICE COORDINATOR (2 POSTS)**LOCATION: HOME BASED WITH TRAVEL ACROSS CUMBRIA AND LANCASHIRE****RESPONSIBLE TO: PROGRAMME MANAGER FOR THE KENTOWN CHILDREN'S PALLIATIVE CARE COMMUNITY PARTNERSHIP****DIRECT REPORTS: NONE****CONTRACT: FULLTIME 3 YEAR FIXED TERM CONTRACT UP TO 35 HOURS PER WEEK****PURPOSE OF POST**

The role of the Kentown Family Service Coordinator is to reach out into their community, linking families with children's palliative care and other services in the region as well as with the national services provided through the Together for Short Lives Family Support Hub and Rainbow Trust Children's Charity. We know from research that the number of children with life limiting conditions is proportionally much higher in those from minority backgrounds and that often these families do not access the support that is available from palliative care services, so an important part of the role will be linking with these groups and those from different cultural and social backgrounds, to ensure that they are signposted to services to enable them to make choices about care and support for their child.

The role will require the post holder to develop strong links with professionals and services working in the region; and to support families to navigate the health and social care systems and to access the services they need for their child and wider family

The role will be home-based, working across a community setting with travel in the 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. Compile a directory of services to which families can be signposted.
3. Building strong links with all services in the local children's palliative care network.
4. Liaising with a broad range of agencies and services that support the needs of children and families.
5. Raising awareness of children's palliative care with a range of local professionals.

Coordinating family support

6. Undertaking a family-focused baseline needs assessment with families including health, psycho-social, education and practical needs.
7. Ensuring families have a programme of support in place.
8. Identifying those who may have greater needs or who may need additional support (eg language, transport) to access children's palliative care services.
9. Supporting families to navigate the health and social care systems and to access the services they need for their child and wider family.
10. Signposting families to services, for example children's hospices and statutory sector teams or national organisations such as Rainbow Trust Children's Charity.
11. Referring families to the Together for Short Lives Family Support Hub.
12. To have an awareness and understanding of safeguarding procedures to protect the welfare of children and their families.

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

13. Supporting the monitoring and evaluation of the Kentown programme.
14. Actively contributing to Together for Short Lives team meetings and to wider organisational meetings and events where appropriate.
15. Promote and champion the work of Together for Short Lives and the Kentown Children's Palliative Care Programme
16. Actively pursue opportunities for learning and development which are relevant for the post.
17. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

PERSON SPECIFICATION

QUALITIES	Essential	DESIRABLE
Qualifications	<p>5 GCSEs (or equivalent) including Maths and English</p> <p>A full clean driving licence</p>	<p>Health or social care qualification</p> <p>Safeguarding training for children and adults</p>
Experience	<p>Minimum of 3 years experience working in a healthcare, education or social care setting with children/families</p> <p>Communicating professionally and sensitively with families.</p> <p>Assessing the full range of needs of families caring for babies, children or young people with complex health needs.</p> <p>Understanding of safeguarding policies and protocols.</p> <p>Providing information to a range of service users.</p> <p>Building and maintaining strong working relations with professional partners.</p> <p>Understanding of working with diverse communities.</p> <p>Record keeping and knowledge of GDPR.</p> <p>Collecting and monitoring data.</p>	<p>Experience working with children with complex health needs/life limiting conditions and their families.</p> <p>Working within a multi disciplinary team</p> <p>Understanding of transition (from children's to adult services)</p>

Skills & Abilities	<p>Confident, clear and professional communicator through a variety of mediums (face to face, telephone, in writing, e mail) with families, colleagues and with professionals.</p> <p>Ability to identify a family's needs and respond empathetically</p> <p>Ability to work effectively and sensitively with parents/family caring for a child with a life limiting condition, aiming to prioritise their wellbeing</p> <p>Ability to explain and help navigate the health and social care sector.</p> <p>Ability to signpost to a range of services and support in line with a family's needs</p> <p>Good level of IT ability – will need to be self-sufficient</p> <p>Must have a full clean driving licence.</p> <p>Must have the ability to respect and maintain confidentiality</p> <p>Cultural sensitivity and awareness.</p>	<p>Event management</p>
Personal Qualities	<p>Empathetic and non-judgemental approach to working with families</p> <p>Ability to demonstrate an understanding of and empathy with issues surrounding children with life limiting conditions including death of a child</p> <p>Commitment to community participation and user involvement.</p> <p>Ability to work effectively in a team with Kentown Programme colleagues and independently.</p> <p>Good time management</p> <p>Ability to prioritise workload in a demanding environment</p> <p>Emotionally resilient and proactive in seeking personal support</p> <p>Willingness to travel</p> <p>Committed to reflective practice</p>	