

January 2010

For the attention of all applicants

Re: FAMILY WORKER – NORFOLK AND CAMBRIDGESHIRE (TWO POSTS)

Thank you for your interest in this vacancy. The job pack consists of the following documents:

- Application Form*
- Equal Opportunities Monitoring Form*
- Guidance Notes*
- Advert
- Job Description/Person Specification
- Job Benefit Details

Please note that the closing date for applications is **Monday 8 February 2010**. Interviews will be held in Central London, on Monday 15 February 2010.

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent by post to:

HR Recruitment
209-211 City Road
London EC1V 1JN

Or sent by email to: recruitment@cafamily.org.uk

Fiona Huntley
HR Officer

* Can be downloaded from our website.

Incorporating **The Lady Hoare Trust**

Registered Office: 209-211 City Road, London EC1V 1JN
Registered Charity Number: 284912 Company Limited by guarantee
Registered in England and Wales Number: 1633333
Charity registered in Scotland Number: SC039169
VAT Registration Number: GB 749 3846 82

Family Workers

Contact a Family (East of England)
Norfolk and Cambridgeshire (two posts)
£22,221- £23,708 (£11110-£11854 pro rated)
NJC scale 26-28
3 year fixed-term 17.5 hrs per week contract.

Contact a Family provides high quality advice, information and support to families with disabled children across the UK.

We have two fixed-term vacancies (3 years) for 2 Family Workers one to cover Norfolk and the other to cover Cambridgeshire.

These posts are funded by the National Lottery through the Big Lottery Fund, as part of a Contact a Family project to empower families with disabled children in the East of England,

Each Family Worker will also work directly with families to co-ordinate the provision of advice and support to families with disabled children, especially in relation to money issues and income maximisation. Knowledge of welfare systems and experience of working with and supporting families who have disabled children is therefore essential. They will be an integral member of the family support team England wide and in their own region of East of England.

The successful applicants will be subject to an enhanced CRB disclosure.

Closing date for applications is 8 February 2010.

Interviews will be held in our UK head office in central London week commencing 15 February 2010.

Further information and application packs are available from www.cafamily.org.uk/jobs.html or write to: Contact a Family, 209-211 City Road, London EC1V 1JN e-mail: recruitment@cafamily.org.uk or telephone 020 7608 8766, stating job title.

Contact a Family is an equal opportunities employer and welcomes applications from all sections of the community.

Registered charity number: 284912

Staff Benefits

FAMILY WORKER – NORFOLK AND CAMBRIDGESHIRE (TWO POSTS)

Salary

- Pay range £11,110 – £11,854 gross per annum (inclusive of London Weighting if applicable) Scale points 26 to 28. The pay range is drawn from the NJC scales appropriate to the not-for-profit sector. Incremental progress where appropriate occurs on the yearly anniversary of the start date.

Annual Leave

- 25 days a year (pro rata) plus one extra day for each completed year of service up to a maximum of 30 days after five year service. Holiday year runs January – December.

Concession Leave

- 3 days a year for the period of office closure between Christmas and New Year. Pro rata for part time employees.

Probationary Period

- 6 months

Hours of Work

- 17.5 hours (full time = 35 hours a week). Normal office hours are observed but flexibility can be arranged in most areas of work. Family Friendly and Work Life Balance policies are observed.

Pension Scheme

- Private pension scheme available through Friends Provident. 5% contribution rate for employee and employer.

Employee Assistance Programme

- Covering employees and their families, a full EAP free counselling service is provided through PPC (Positive People Company).

Season Ticket Loan

- Yearly season ticket purchase available after six months satisfactory service, repayable over a ten month period.

Home Working

- Home workers are provided with all relevant IT equipment with support from the central IT Department.

Lone Working

- For employees required to travel and work across the UK, safety systems are provided through the Guardian 24 Security system.

Contact a Family

Equal Opportunity Monitoring Form

The completion of this form is voluntary, but the information it contains helps us to monitor and improve our equal opportunities policies and procedures. **This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.**

1. Full Name:	
2. Job Applied For:	
3. Date of Birth	4. Marital Status
5. Gender: Male / Female (delete as appropriate)	6. Nationality:

7. I belong to the following ethnic grouping: (tick as appropriate)

A: White A1: British A2: Irish A3: Any other white background (please specify)	D: Black or Black British: D1: Caribbean D2: African D3: Any other black background (please specify)
B Of mixed race: B1: White & Black Caribbean B2: White & Black African B3 : White & Asian B4: Any other mixed background (please specify)	E: Asian or Asian British: E1: Indian E2: Pakistani E3: Bangladeshi E4: Any other Asian background (please specify)
C: Chinese:	F: Any other ethnic group (please specify)

8. Do you consider yourself to have a disability? Yes / No

9. Do you have any disability for which special arrangements should be made, either in an interview or employment situation? If so, please specify the nature of the disability and your requirements:

10. Are you a carer of a disabled child under the age of 18: Yes / No

I understand that this information may be stored and processed as part of the Contact a Family Monitoring of equal opportunities and I give my consent to my details to be used for this purpose.

Signed: **Date:**

Guidance Notes for Applicants

Filling in the application form

- Please complete all parts of the application form. **(CV's may be attached but will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Give full details of your duties in your present or most recent job. This may be a voluntary role. Do not miss out experience gained in previous jobs, but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Contact a Family does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed. The short-listing panel will not have access to the monitoring details you provide.

Disabled candidates

Contact a Family welcomes applications from disabled candidates. Please make us aware of any reasonable adjustments we may need to make for you as a disabled person and particularly address any special requirements you may have if you are invited for interview.

Equal Opportunities Monitoring

For statistical purposes please complete and return the monitoring form. As stated above the form will be detached from your application form before the short-listing exercise.

Criminal Record Declaration and the Criminal Records Bureau & Central Registered Body in Scotland Disclosure Service

The declaration must be completed. Contact a Family is an organisation that provides services for families of children with disability. You will appreciate therefore, that Contact a Family must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve contact with children or supervise those who have contact with children, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children. Seeking this information is not, in anyway, to reflect upon applicants integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

If you wish to check any aspect of this, further details are available on the CRB website www.crb.gov.uk or their CRB information line 0870 909 0811. The declaration form is not part of the short-listing process

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application, the Disclosure or monitoring processes, or require any further general guidance or information about Contact a Family please contact a member of our Human Resources Department 020 7608 8766 or email recruitment@cafamily.org.uk

**Contact a Family
Job Description**

Job Title:	Family Worker based in Norfolk
Responsible To:	Senior Family Worker
Department	Family Support Team / Engagement and Support
Location:	Norfolk
Job Purpose:	<ol style="list-style-type: none"> 1. To co-ordinate provision of advice and support especially in relation to money issues and income maximisation to families with disabled children 2. To work with other professionals to ensure that Contact a Family services are represented in the area and that partnership working plays a key role in Contact a Family's family work service.
Main Duties:	<p>Family Work Service</p> <p>The work will cover the wide range of issues that are of concern to families, ie how to find out more about their child's condition, accessing local services, education and leisure provision, welfare benefits. This may involve home visits and will involve outreach work.</p> <ol style="list-style-type: none"> 1. Provide specialist one to one support and advice on money issues and income maximisation to families with disabled children. This will include helping families with issues such as completing Disability Living Allowance forms, understanding and claiming Tax Credits, debt budgeting and accessing non statutory sources of funding 2. Carry out assessments of individual families' needs and the difference the project is making to the families they support 3. Facilitate workshops for families and professionals on money issues, debt budgeting and other financial support. 4. Engage with local parent led support groups in their part of the region whenever appropriate 5. Contribute to producing and distributing online and printed materials for families and professionals about money issues and income maximisation 6. Evaluate users of the project, through individual family reviews and feedback questionnaires at workshops and events. 7. To be culturally responsive to the needs of families from the many different communities living in the area in all aspects of planning and carrying out family work 8. To ensure that Contact a Family Safeguarding Children policy is adhered to and is operated by the Family workers. 9. Liaise with Contact a Family Parent Volunteer Representatives (Reps) in their part of the region.

	<p>Interagency Work</p> <ol style="list-style-type: none"> 1. To work in partnership with health, social care and voluntary agencies to ensure that families social, emotional and practical needs are recognised and responded to wherever possible. 2. To work with the Senior Family Worker & Family Support Manager to actively seek ways to improve partnership working with other agencies in order to provide a seamless and co-ordinated service to children and families. 3. To contribute to representing Contact a Family's work in the area at a strategic level, where appropriate. <p>Team Work</p> <ol style="list-style-type: none"> 1. To work collaboratively with other members of the team to deliver the Contact a Family service plan. 2. To report regularly to the Senior Family Worker this will primarily be done through regular supervision meetings but also through the establishment and use of an annual work plan, against which monitoring and evaluation can take place. 3. To maintain regular contact with Contact a Family's National office and to attend meetings when necessary. <p>Administration and Finance</p> <ol style="list-style-type: none"> 1. To carry out the administrative tasks necessary to do one's own work. 2. To maintain accurate and up to date records of work.
<p>General:</p>	<p>:</p> <ol style="list-style-type: none"> a) Our aims and objectives are set out in the current Strategic Plan. Policies such as Equal Opportunities, Health & Safety etc., are in the Staff Handbook. Staff are expected to work within these aims, policies and procedures and to ensure that they are followed by all staff for whom line management responsibility is held. b) The post-holder will be expected to assist with any reasonable administrative duty at the request of the line manager for the post. c) All members of staff are expected to participate in appropriate team meetings held to discuss particular topics. Staff are also expected to attend training events relevant to their specific responsibilities. d) All staff have supervision meetings, receive support and annual appraisal incorporating their training and personal development needs.

This is a description of the job as it currently stands. It is the practice of the organisation to periodically examine job descriptions and to update them to ensure that they relate to the role as it is being performed. All changes are discussed with employees before they are implemented.

**Contact a Family
Job Description**

Job Title:	Family Worker based in Cambridgeshire
Responsible To:	Senior Family Worker
Department	Family Support Team / Engagement and Support
Location:	Cambridgeshire
Job Purpose:	<ol style="list-style-type: none"> 3. To co-ordinate provision of advice and support especially in relation to money issues and income maximisation to families with disabled children 4. To work with other professionals to ensure that Contact a Family services are represented in the area and that partnership working plays a key role in Contact a Family's family work service.
Main Duties:	<p>Family Work Service</p> <p>The work will cover the wide range of issues that are of concern to families, ie how to find out more about their child's condition, accessing local services, education and leisure provision, welfare benefits. This may involve home visits and will involve outreach work.</p> <ol style="list-style-type: none"> 1. Provide specialist one to one support and advice on money issues and income maximisation to families with disabled children. This will include helping families with issues such as completing Disability Living Allowance forms, understanding and claiming Tax Credits, debt budgeting and accessing non statutory sources of funding 2. Carry out assessments of individual families' needs and the difference the project is making to the families they support 3. Facilitate workshops for families and professionals on money issues, debt budgeting and other financial support. 4. Engage with local parent led support groups in their part of the region whenever appropriate 5. Contribute to producing and distributing online and printed materials for families and professionals about money issues and income maximisation

6. Evaluate users of the project, through individual family reviews and feedback questionnaires at workshops and events.

7. To be culturally responsive to the needs of families from the many different communities living in the area in all aspects of planning and carrying out family work

8. To ensure that Contact a Family Safeguarding Children policy is adhered to and is operated by the Family workers.

9. Liaise with Contact a Family Parent Volunteer Representatives (Reps) in their part of the region.

Interagency Work

1. To work in partnership with health, social care and voluntary agencies to ensure that families social, emotional and practical needs are recognised and responded to wherever possible.

2. To work with the Senior Family Worker & Family Support Manager to actively seek ways to improve partnership working with other agencies in order to provide a seamless and co-ordinated service to children and families.

3. To contribute to representing Contact a Family's work in the area at a strategic level, where appropriate.

Team Work

4. To work collaboratively with other members of the team to deliver the Contact a Family service plan.

5. To report regularly to the Senior Family Worker this will primarily be done through regular supervision meetings but also through the establishment and use of an annual work plan, against which monitoring and evaluation can take place.

6. To maintain regular contact with Contact a Family's National office and to attend meetings when necessary.

Administration and Finance

3. To carry out the administrative tasks necessary to do one's own work.

4. To maintain accurate and up to date records of work.

General:	<p>:</p> <ul style="list-style-type: none"> e) Our aims and objectives are set out in the current Strategic Plan. Policies such as Equal Opportunities, Health & Safety etc., are in the Staff Handbook. Staff are expected to work within these aims, policies and procedures and to ensure that they are followed by all staff for whom line management responsibility is held. f) The post-holder will be expected to assist with any reasonable administrative duty at the request of the line manager for the post. g) All members of staff are expected to participate in appropriate team meetings held to discuss particular topics. Staff are also expected to attend training events relevant to their specific responsibilities. h) All staff have supervision meetings, receive support and annual appraisal incorporating their training and personal development needs.

This is a description of the job as it currently stands. It is the practice of the organisation to periodically examine job descriptions and to update them to ensure that they relate to the role as it is being performed. All changes are discussed with employees before they are implemented.

Date: 30..11.09

Contact a Family
Person Specification

The person appointed will be expected to have the key essential skills, knowledge and experience listed below. The items under the heading 'desirable attributes' will also be useful for Contact a Family and the post holder. However, candidates who do not have these desirable attributes should not be deterred from submitting an application.

Job Title:	Family Worker
Essential skills, knowledge and experience	<p><u>Experience</u></p> <ol style="list-style-type: none"> 1. At least two years full or part time equivalent experience working in an advice role of which welfare rights advice formed a substantial part. 2. Experience of working with and supporting families who have disabled children. <p><u>Skills and Knowledge</u></p> <ol style="list-style-type: none"> 3. Excellent in depth knowledge of welfare rights, including tax credits and benefits available to families with disabled children and young people in their own right. 4. Knowledge of the issues and concerns that affect families who have disabled children 5. Knowledge of the services available to families through health and social services, education, leisure and the voluntary sector, including assessment processes and eligibility 6. Awareness of current initiatives and legislation relevant to disabled children and parent carers such as Aiming High for Disabled Children, Every Child Matters 7. Ability to plan and deliver workshops and disseminate information for parents and professionals 8. Ability to communicate clearly, have good listening and empathy skills and ability to deal with situations calmly and sensitively. 9. Ability to be proactive and to work on own initiative and as part of a small team within the organisation. 10. Effective organisational and administrative skills, e.g. Word processing, short report writing, recording, evaluation and monitoring, diary planning. 11. Understanding of the role of volunteers within an organisation. <p><u>Attributes</u></p> <ol style="list-style-type: none"> 12. A commitment to equal opportunities for all 13. A willingness to attend training on an ongoing basis 14. Willingness to travel throughout the UK and stay overnight on occasion. 15. Hold a full clean driving licence