

March 2010

For the attention of all applicants

Re: Family Worker – Southwark Fixed Term till 31 March 2011

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

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

Please note that the closing date for applications is **24th March 2010**. Interviews will be held in Southwark on Friday **8th April 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.

Contact a Family 209-211 City Road London EC1V 1JN

Tel 020 7608 8700 **Fax** 020 7608 8701

e-mail info@cafamily.org.uk **Web** www.cafamily.org.uk

Helpline 0808 808 3555 or **Textphone** 0808 808 3556 Freephone for parents and families

© Contact a Family is a registered trade mark Registered Office 209-211 City Road London EC1V 1JN Registered Charity No. 284912 Charity registered in Scotland No. SC039169

Company limited by guarantee Registered in England and Wales No 1633333 VAT Reg No GB 749 3846 82

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

Thank you for applying to Contact a Family.



incorporating
The Lady Hoare Trust

Staff Benefits

Family Worker 12 Month Fixed Term – Southwark

Salary

- £25,520 - £27,007 Salary Scale 26 - 28 (inclusive of London Weighting if applicable) 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

- 35 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:**

January 2010

**Contact a Family
Job Description**

Job Title:	Family Worker
Responsible For:	
Responsible To:	Project Manager, Contact a Family Southwark
Department and Location:	Walworth Methodist Church, 54 Camberwell Road, London SE5 OEN
Salary:	Grade 26-28
Hours:	35 hours per week
Annual leave entitlement:	5 weeks per year plus one day for each additional year served up to a maximum of 6 weeks (pro rata for part-time employees). See the staff Handbook for details
Job Purpose:	To provide an advice, information and support service to families who have a child with a disability or additional need (aged 0 - 5). To work closely with Health, Education and Social Services and other statutory and voluntary services in order to improve services to families.
Main Duties:	<p>Family Work</p> <ol style="list-style-type: none"> 1) To offer individual support, advice and information to families who have a child with a disability. Support is offered according to the needs and preferences of families and is likely to involve telephone support, home visits, writing letters and supporting families to fill out forms, and attend meetings with statutory services. 2) To be responsive to the needs of families from the many different communities living in Southwark. 3) To link families with other families, support agencies and services as appropriate to the individual needs of the family and their disabled children. 4) To provide an advice service to families with children 0-5 across the borough in Partnership with the local Children's Centres. <p>Information and Advice Work</p> <ol style="list-style-type: none"> 1) To provide information and impartial advice to families who have disabled children according to need. This is likely to include benefits and grants, out of school and leisure provision, education procedures, transition, transport and equipment and other topics. <p>Interagency Work</p> <p>To work with Health, Education and Social Services and colleagues from the voluntary sector in order to: improve interagency working: contribute towards the development of holistic and seamless services for children and families and contribute to relevant meetings and forums that will advance the work of Contact a Family.</p>
Cross functional duties:	<ol style="list-style-type: none"> 1) To work with the colleagues in order to produce appropriate information and publicity materials for all families including translated materials when deemed appropriate. 2) To work with other members of the team in order to deliver a programme of information awareness raising sessions/workshops for parents on specific topics according to needs identified by parents. 3) To support and participate in events and activities as appropriate. 4) With the other Contact a Family, Southwark staff members, to contribute towards the production of the regular newsletter, Grapevine. This is an important regular method of communication with parents, professionals and supporters in Southwark.

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:

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 - Contact a Family, Southwark
Essential skills, knowledge and experience	<ol style="list-style-type: none"> 1. Experience of working with and supporting families who have disabled children. 2. Knowledge and experience of the issues and concerns that affect families who have disabled children e.g. Benefits, leisure provision, education, short breaks. 3. Good organisational and administrative skills e.g. word processing, short report writing, evaluation, monitoring and diary planning. 4. Ability to communicate clearly with a wide range of people including parents, children, social workers, health professionals and colleagues from other voluntary and statutory organisations. 5. Commitment to equal opportunity practice. 6. Ability to work in a busy team and to maintain effective working relationships. 7. Self motivating and flexible. The person will often be working on their own initiative and will need to feel comfortable with this. 8. Experience of working closely with colleagues from other organisations in both voluntary and statutory sectors.
Desirable skills, knowledge and experience	<ol style="list-style-type: none"> 1. Ability to use initiative to gain access to hard to reach communities. 2. Local knowledge of London Borough of Southwark.