

MARCH 2010

For the attention of all applicants

Re: Senior Family worker and 2 x Family Worker – Fixed Term Contract to March 2013 - South West England

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 **Monday 15 March 2010**. Interviews will be on Monday 22 March 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@cafamilly.org.uk

Patricia Johnson
HR Assistant

* Can be downloaded from our website.

VAT Registration Number: GB 749 3846 82

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

For Human Resources use only

Job Ref:		Level of 'Disclosure' required for post (CRB / CRBS Check):		Applicant Reference Number:	
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Confidential
Application for Employment

Please read through this form and related job papers before completing. Use **black ink/ball** point or typeface so it can be photocopied.

Post for which you are applying:

Post:
Where did you see it advertised?

Personal Details

Title:	Home address and postcode:	
Surname:		
First name:		
National Insurance No:		
Home Telephone number:	Mobile telephone number:	Email address:
	Work telephone number:	

For Human Resources use only

Job Number:		Level of 'Disclosure' required for post (CRB / CRBS Check):		Applicant Reference Number:	
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CONFIDENTIAL APPLICATION FORM

**Current or most recent employment
(This may be a voluntary role)**

Job title:	
Start date:	Leaving date or notice required:
Current salary:	Grade (if applicable):
Employer's name and address:	
Duties and responsibilities:	
Reason for leaving:	

Employment History

Please state the most recent after that shown under 'Current or most recent employment'. Please copy and attach additional pages as necessary, providing the same information outlined below.

Job title:	
Start date:	Leaving date:
Final salary:	Grade (if applicable):
Employer's name and address:	
Duties and responsibilities:	
Reason for leaving:	

Job title:	
Start date:	Leaving date:
Final salary:	Grade (if applicable):
Employer's name and address:	
Duties and responsibilities:	
Reason for leaving:	

Education

Please state qualifications (for which you may later need to provide evidence.) Please attach additional pages as necessary, providing the same information outlined below.

Schools, Colleges, Universities or Institute of Further Education attended (including part-time)	Dates		Qualifications gained including subjects, grades or results expected
	From:	To:	

Any other relevant qualifications, voluntary and community work or records of achievement (e.g. courses attended), including membership and status of any relevant Professional or Technical Association.

General experience and further information

(Please attach additional sheets as necessary)

Please use this section to tell us how you meet the requirements of the Person Specification and the Job Description. Give as much information as necessary to demonstrate the skills, experience and knowledge you have gained. This could include voluntary work, leisure interests and any other activities that you consider relevant to this position.

If you are unable to meet some of the job requirements specifically because of a disability, please address this in this section. If you meet all other criteria you will be considered for short-listing. If you are the best candidate for the post, we will explore jointly with you the ways in which we can make reasonable adjustments as defined under the Disability Discrimination Act.

Additional information

Have you a full clean driving license? (if applicable to the post)	Yes / No
Do you have use of a vehicle? (if applicable to the post)	Yes / No
<p>Do you require a work permit? In line with Section 8 of the Asylum & Immigration Act 1996, Contact a Family will require all successful candidates, (regardless of nationality or ethnicity) to provide original evidence of their identity and/or entitlement to work in the UK on receipt of an offer of employment. Contact a Family is entitled under the Act to refuse employment to any person unable to establish their right to work in the UK.</p>	Yes / No

References

Applicants are requested to supply below, the names of two people, excluding relatives and personal friends who can be approached for references.

Referee 1: May we approach before Interview? Yes / No	Referee 2: May we approach before Interview? Yes / No
Name:	Name:
Position held:	Position held:
Address:	Address:
E-mail address (if applicable):	E-mail address (if applicable):
Telephone number:	Telephone number:
Extension (if applicable):	Extension (if applicable):

Signature

<p><i>I declare that the information given in this Application Form and Criminal Record Declaration is true and complete. I understand that any false statement may be sufficient cause for rejection, or if employed, dismissal.</i></p>	
<p>Signed: _____</p>	<p>Date: _____</p>

**For all applicants
Criminal Records Declaration**

It is Contact a Family policy to carry out a CRB check on all staff. Under the Rehabilitation of Offenders Act 1974, you are required to give details of any current convictions which are not classed as 'spent'. Failure to disclose relevant information may lead to the withdrawal of an offer of appointment or if employed, dismissal.

(this document is not included in the short-listing process)

Name: _____

Do you have any current/previous criminal convictions or any pending cases? (Do not include any convictions that are now 'spent' under the Rehabilitation of Offenders Act 1974)			
NO Please indicate in box		YES Please indicate in box	
If 'Yes', please give details, including dates, in the space below (continue on a separate sheet if necessary):			

Signature: _____ **Date:** _____

Completed forms to be returned to:

**Human Resources Department
Contact a Family
209 - 211 City Road
London EC1V 1JN**

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

Thank you for applying to Contact a Family.

Background paper

Family Support

About Contact a Family

Contact a Family is a charity and was founded nationally in 1979.

Contact a Family's mission and purpose is to remove barriers imposed by society which prevent families with disabled children achieving their full potential, and to empower these families to live the lives they want to lead. We achieve this through providing parents and families of disabled children with high quality advice and information, broad ranging parenting support and contact with other families. We also work to influence the development of relevant public services and policy.

We provide information for families and professionals through our national helpline and offices in three English regions and each UK nation; information workshops; a suite of printed fact sheets, guides and directories, online information and new media including email, social networking and family linking for mutual support. We support families face to face through our UK team of Family workers and Volunteer Parent Representatives; and we are at the centre of a network of national and local parent led groups and forums.

Family Support Team

We have 3 fixed term vacancies for a Family Worker (one senior post and 2 family worker posts) to cover in the South West of England in Bristol & Somerset and Cornwall

These posts are funded by the Reaching Communities Programme of the Big Lottery Fund to empower families with disabled children in the South West of England. A Senior Post holder will provide line management. The Family Worker will, in their respective area in the South West map their area, facilitate workshops and provide one to one support to families in need. They will be complimented by a Volunteer Parent Rep who will act as a local point of contact and disseminate information across the area.

The Family Worker is part of Contact a Family's Family Support Team across England. There are also Family Workers attached to project offices around the UK and the Nations

Further information about Contact a Family, its services, publications and personnel, can be found on our website www.cafamily.org.uk

Contact a Family - Staff Benefits

Senior Family worker – Fixed Term Contract Ends 31st March 2013

- Pay range £24,646 – £27,052 (£17,252 - £18,936 pro rated) gross per annum (inclusive of London Weighting if applicable) Scale points 29 to 32. 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

- 17.5 days a year (pro ratad) 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

- 24.5 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 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:	Senior Family Worker – South West England
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. 3. Experience of managing staff whether paid or unpaid capacity <p><u>Skills and Knowledge</u></p> <ol style="list-style-type: none"> 4. 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. 5. Knowledge of the issues and concerns that affect families who have disabled children 6. Knowledge of the services available to families through health and social services, education, leisure and the voluntary sector, including assessment processes and eligibility 7. Awareness of current initiatives and legislation relevant to disabled children and parent carers such as Aiming High for Disabled Children, Every Child Matters 8. Ability to plan and deliver workshops and disseminate information for parents and professionals 9. Ability to communicate clearly, have good listening and empathy skills and ability to deal with situations calmly and sensitively. 10. Ability to be proactive and to work on own initiative and as part of a small team within the organisation. 11. Effective organisational and administrative skills, e.g. Word processing, short report writing, recording, evaluation and monitoring, diary planning. <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

**Contact a Family
Job Description**

Job Title:	Senior Family Worker
Responsible To:	Family Support Manager
Department	Family Support Team / Engagement and Support
Location:	South West of England Subject to Cluster
Job Purpose:	<ol style="list-style-type: none"> 1. To line manage a cluster of Contact a Family's part time Family Workers 2. To co-ordinate provision of advice and support especially in relation to money issues and income maximisation to families with disabled children 3. 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>Line Management</p> <ol style="list-style-type: none"> 1. To provide line management and supervision to the Family Workers in your cluster group 2. To work with Family Support manager and helpline to ensure the accuracy of advice raised during supervision 3. To carry out annual staff appraisal 4. In supervision to discuss personnel issues with the Family Support Manger to ensure they are responded in a timely and appropriate manner 5. To participate in the recruitment, selection and induction of staff where appropriate. 6. Ensure that appropriate systems are developed and maintained ie) case recording, absence management <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>

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.

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 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

1. To work collaboratively with other members of the team to deliver the Contact a Family service plan.
2. To contribute to the production of a Contact a Family newsletter along with contributions from other Family Workers.

	<ol style="list-style-type: none"> 3. To report regularly to the Family Support Manager 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. 4. 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. 3. To lead on maintaining accurate and up to date financial records for the project.
General:	<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.

Date: 15.2.2010

Contact a Family

Job Description

Job Title:	Family Worker – South West
Responsible To:	Senior Family Worker
Department	Family Support Team / Engagement and Support
Location:	South West England
Job Purpose:	<p>4. To co-ordinate provision of advice and support especially in relation to money issues and income maximisation to families with disabled children</p> <p>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.</p>
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

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

6. 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.

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

Administration and Finance

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

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

<p>General:</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.
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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: 15.2.2010

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 – South West
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"> 4. 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. 5. Knowledge of the issues and concerns that affect families who have disabled children 6. Knowledge of the services available to families through health and social services, education, leisure and the voluntary sector, including assessment processes and eligibility 7. Awareness of current initiatives and legislation relevant to disabled children and parent carers such as Aiming High for Disabled Children, Every Child Matters 8. Ability to plan and deliver workshops and disseminate information for parents and professionals 9. Ability to communicate clearly, have good listening and empathy skills and ability to deal with situations calmly and sensitively. 10. Ability to be proactive and to work on own initiative and as part of a small team within the organisation. 11. Effective organisational and administrative skills, e.g. Word processing, short report writing, recording, evaluation and monitoring, diary planning. 12. 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

Contact a Family - Staff Benefits

Family worker – Fixed Term Contract Ends 31st March 2013

- Pay range £22,221 – £23,708 (£11,111 - £11,854 pro rated) 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

- 12.5 days a year (pro ratad) 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.