

JOB DESCRIPTION – FAMILY SUPPORT WORKER

Introduction

Dingley's Promise is committed to ensuring that every child with special educational needs and disabilities (SEND) gets the very best start in the early years. We run specialist centres in Reading, West Berkshire (Newbury), Wokingham, Southampton, Gloucestershire & Bournemouth, provide support and information for families, and lead training for mainstream nurseries across the UK to enable them to be more inclusive. Our vision is a world where young children with SEND get the same opportunities as other children to play and learn in their local community alongside their peers.

JOB TITLE:	Family Support Worker
RESPONSIBLE TO:	Centre Manager
HOURS:	37.5 hours per week year round
DBS DISCLOSURE:	Enhanced with barring list update

Job Purpose

The post holder will offer early intervention to the families of Dingley's Promise at their centre, providing direct support, building peer support systems, and signposting to other relevant services that can benefit the whole family, including the child with special educational needs and disabilities (SEND). The post holder will work under the direction of the Centre Manager, overseen by the Programmes Director.

Our Family Support Worker will provide the right support for all of our families, and should have experience of working with diverse ethnic communities (ideally lived experience), and be skilled and experienced in enabling a wide range of families to engage with our services and with services in the wider community.

Main Duties and Responsibilities

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- Run regular coffee mornings, parent workshops and social activities for the families in response to families' needs and requests.
- Provide 1:1 support in a variety of ways that best suits the need of the family (home visit/walk and talk/coffee/telephone conversation/email/video call).
- Support families when attending appointments with other professionals. This will include representing Dingley's Promise through attendance at CIN and TAF meetings as required with those families receiving support from social services.



- Provide information, support and signposting to parents and carers in a caring and non-judgmental way, enabling families to access services from other groups and organisations. This will be in the form of information sessions, connect sessions and groups led by the FSW.
- Support families to understand and successfully take part in the SEND process including Education, Health and Care Plans if appropriate, and understand their rights and entitlements to Disability Living Allowance assisting with referrals and form filling.
- Work in partnership with local authorities, professionals, and settings for peer support to support children and families on caseload.
- Accurately maintain caseload records documenting contact with families and professionals, whilst maintaining monthly KPIs.
- Keep up to date and be an active partner in local and, where appropriate, national SEND info for parents.
- Attend training on how best to support families and key topics including include autism, sensory processing, communication, and sleep. Effectively translate this information to create materials, workshops, and resources to support parents.
- Provide peer support for other centre FSWs, and support for the centre team as required by the Centre Manager.

Main Skills

- Ability to maintain client records which track client progress through narrative reporting and filling of spreadsheets.
- Ability to work in partnership with other professionals and build relationships between different organisations. Approachable and friendly to parents, able to listen to them and accept their feeling, which may include distress, and must be non-judgemental.
- Excellent team working skills to ensure cohesion with the rest of the team at the centre.
- A good understanding of child development and the needs of the children Dingley's Promise works with.
- Ability to involve and empower parents, to make them feel they can take control themselves.
- Family Support Workers will be required to adhere to Dingley's Promise policies and procedures, with particular attention to Health and Safety, Confidentiality and Valuing Diversity policies.

GDPR (General Data Protection Regulations)

Our staff must ensure:

- Information security policies are applicable to their work.
- They know their personal responsibilities for information security.
- They know how to access advice on information security matters.
- Ensure any files with personal data are password protected, especially when emailing.

Person Specification for the Family Support Worker Role

- Should understand the needs of families with young children with special educational needs and disabilities (SEND) and have relevant experience of working with them.
- Should have some knowledge of roles of other agencies and organisations providing services for children with SEND and their families.
- Experience of supporting families from diverse ethnic backgrounds to access services and support and ideally will have lived experience of ethnically diverse communities.
- Should have a positive, non-judgemental approach towards families.
- Should have excellent communication and organisation skills.
- Will be able to work flexibly – with some weekend and evening working if necessary.
- Should be willing to spend some time in the playroom at the centre to understand the Dingley's Promise way of working and build an understanding of different children.
- Should be a car driver as the role involves supporting families in their own home (this role does involve lone working in families' homes).
- Will have eligibility to work in the UK.
- Training in the Triple P parenting programme or the Webster Stratton 'Incredible Years' Parenting Programme or similar is preferable – or the undertaking to complete training in a relevant parenting programme.
- Applications are positively encouraged from candidates who have lived experience of ethnically diverse communities.