

Job Description

Job title:	Family Support Lead
Location:	Adeyfield Free Church Centre, Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 4GZ, Stanborough Park Seventh-Day Adventist Church, 609 St Albans Road, WD25 9JL, home and in the community as required
Responsible to:	Head of Family Service & Operations Head of Development
Jointly Responsible for:	Support Workers
Key relationships:	Head of Family Service and Operations, Head of Development, Specialist Workers Family support workers
Hours:	Full time 37.5 hours pw
Salary:	£30-32k pa depending on experience
Contract type:	Full time (negotiable), permanent
Disclosure level:	Enhanced

Playskill is a Herts based charity supporting pre-school children with physical disabilities & delays and their families.

Playskill, c/o Adeyfield Free Church Centre, Maylands Avenue, Hemel Hempstead, Herts HP2 4GZ
(o) 01442 793306 (w) playskill.org

Registered charity number (CIO) 1198233 (formerly no: 1122745, established 2006)

Job Purpose

The Family Support Lead will coordinate our Family Support service across all locations providing holistic support to families of children with a physical disability/delay living in Hertfordshire, always keeping close adherence to best Safeguarding practice and procedures.

The role involves working with the Head of Family Service and Operations and Head of Development to develop the Support Worker team to deliver high quality family support. This may mean supporting families in group settings, family centres or in the home and holding caseloads with a holistic view in how to best meet need. Working closely with local stakeholders (including but not limited to schools, family hubs, social care, health and other voluntary sector organisations), the wider Playskill team and families, this role will deliver family-centred practice, ensuring positive outcomes for families.

We are looking for someone who has an understanding of Special Educational Needs and Disabilities and the challenges to navigate education, welfare and health systems. They will need to understand the needs of families and be able to work collaboratively. The role will be responsible for the integration of our Support Worker team and family support services, ensuring best practice and identifying training needs as they arise.

You must be well organised and able to demonstrate the ability to develop strong relationships with a wide range of stakeholders. As a self-starter, you will be able to use your own initiative, can problem solve and prioritise, with good planning and organisational skills. You will be expected to manage your weekly diary ensuring you are offering timely, quality support across our sites and within the community. You will be expected to have a positive, resilient attitude, be able to work under pressure, meet deadlines and be flexible and adaptable.

Safeguarding Statement

Playskill is committed to the safeguarding and welfare of all children and young people. We expect all staff to share this commitment. Playskill has a full safeguarding policy and expects all staff to undergo safeguarding training to a minimum of level 2.

Diversity statement

Playskill is an equal opportunities employer and has a high number of team with caring responsibilities and is keen to encourage applicants from a diverse number of backgrounds

Main Responsibilities

People Management

1. To coordinate, and support and line manage the Support Worker/Family Support team, ensuring the delivery of high-quality family support

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2. To manage staff according to Playskill's procedures, policies and values
3. To provide the right support and supervision to all team members to ensure ongoing assessment of individual need
4. Source relevant staff training pertinent to the work of family support
5. To create an environment where people excel and achieve

Family Support

1. To utilise hours across the week to meet the diverse needs of the families we support. This should include regular attendance at termly assessments, weekly group sessions, home visits, Stay and play sessions, online training held in the evenings and at social/respite events held on weekends
2. To fully and holistically assess families on Playskill's caseload under the strict guidelines of data protection and safeguarding and manage the developing caseload, delegating only where appropriate (for e.g. where you may need to escalate to the Designated Safeguarding Lead)
3. To encourage parent/carer engagement with Playskill services and activities
4. To support and empower families to positively engage and work effectively with a multidisciplinary team of external professionals, including health, education and social care
5. To signpost families to relevant services, maintaining a directory of useful organisations/contacts
6. To assist parent/carers with the day-to-day administration of raising a child with a Special Educational Need or Disability through encouraging active engagement in learning opportunities and collaboration with external agencies
7. To work alongside the Head of Development to identify, support and/or deliver Parent training relevant to the families we support
8. To develop close working relationships with external stakeholders relevant to the families we serve to maximise the effectiveness of our work
9. To utilise/develop your knowledge of Special Educational Needs and Disabilities (SEND) legislation to maximise the effectiveness of your work with families ensuring they are empowered to advocate for their children
10. Commitment to keeping up to date with current legislation and procedures regarding SEND

Monitoring and evaluation

1. To ensure all cases are logged and updated on Charity Log with strict adherence to GDPR and Safeguarding best practice
2. To provide feedback to the Senior Management Team/Board of Trustees on outcomes and progress as well as identifying unmet needs and priorities for families
3. To build collaborative relationships with external stakeholders to identify emerging challenges for families
4. Working alongside the Fundraising team in supporting their stewardship responsibilities for monitoring and reporting to funders

Other Duties

1. To adhere to Safeguarding best practice, working alongside the Designated Safeguarding Lead to ensure team are aware of their obligations to the children and families we support
2. To always maintain family confidentiality in line with GDPR legislation
3. To create a team where diverse cultures and backgrounds are valued and respected
4. To work as part of the wider Playskill team, offering support and encouragement to all staff members

Person Specification

Job Specification		E = Essential D = Desirable
Qualification/education	Qualification in Social Care, Early Years Education or Health – Level 3	E
Experience	At least 3 years' experience of working directly with families of a children with SEND including managing caseloads Experience of managing, developing and leading a team	E E

	Experience of working for a disability organisation/empathy with the aims of the Charity's core work	D
	Understanding of local early years services in Hertfordshire	D
Knowledge and skills	Understanding of the SEND legislation in the Early Years	D
	Excellent written and verbal communication	E
	Flexible and adaptable to change	E
	Good organisational skills	E
	Experience of working with families with a safeguarding risk profile	E
	Experience of using Microsoft Office 365	E
	Experience of using a database management system	E
	Knowledge of GDPR	E
	Ability to prioritise workloads and manage conflicting deadlines	E
	Excellent attention to detail	E
	Experience of using Charity Log or similar CRM system	D
Other	Ability to work collaboratively within a team	E
	Ability to maintain confidentiality and understanding of sensitive nature of core work	E
	Level 2 Child protection training	E



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