



PENHALIGON'S FRIENDS

Family Services Support Worker

Job Description

Job Details

Job Title: Family Services Support Worker

Salary: £24,375 - £28,275 pro rata dependent on experience

Hours: 30 – 37.5 hours – there is some flexibility around hours – please refer to your preference in your application

Reports to: Family Services Lead/ CEO

Accountable to: Board of Trustees

Location: County – wide working, based mainly in our office in Redruth

Contract length: Permanent

1. JOB SUMMARY

Penhaligon's Friends Children's Bereavement Charity provides emotional and practical support for families who have bereaved children in Cornwall. We are a reputable charity with a clear vision for growth and a strong sense of values. We provide telephone advice and support, family visits, group and individual support and training.

In line with current capacity, we are looking to appoint a new team member in our Family Services team working 4 or 5 days per week to support our delivery of high-quality family support and volunteer development. There may be potential to be flexible with these hours so we welcome all applications.

This post reports to our Family Services Lead and is based in our Redruth office with regular requirement to travel throughout Cornwall.

We are looking for an enthusiastic, confident individual with proven communication and organisational skills. We offer a stimulating job with regular supervision and opportunities for professional development.

The person appointed to this position will support the coordination of the charity's core service delivery with children, young people and their families. The post holder will offer information, advice and support to families managing their own grieving children, in addition to professionals, and will require a knowledge and understanding of, or willingness to learn about, the impact of grief, loss and change for children. Taking referrals, offering supportive conversation and advice, and managing ongoing contact with parents and carers is an integral part of this role. There will be a requirement to contribute to the regular delivery of our community groups for young people and our families, and also our Memory Days.

We are looking for someone who is practical, people-oriented, and thrives at working within a fast-paced environment whilst maintaining accuracy. You will be required to work collaboratively with our staff team and volunteers to ensure consistent delivery of a high-quality service. This role will require you to draw on your friendly, open communication style to motivate and encourage volunteers, developing them within their role and helping them to achieve their goals alongside the charity outcomes. You will support the growth of our volunteer team by promoting volunteering opportunities in line with the charity's needs.

We are looking to appoint someone with an understanding of safeguarding, information sharing and the rules around data protection to work within our own professional and established guidelines. Penhaligon's Friends is committed to safeguarding children and young people, and we will require the successful candidate to undertake an enhanced DBS check.

You will need to be confident with use of IT (including MSOffice).

Applications will be particularly welcome from applicants who have prior experience of either direct / therapeutic work with children and young people, or group work with children and young people, or supporting parents / carers in the community.

2. MAIN RESPONSIBILITIES

- Providing support, advice and information to families over the telephone
- Offering advice, support and information to teachers and other professionals whose work brings them into contact with bereaved children and young people
- To contribute to the delivery of face-to-face groups for young people and families and core activities
- To coordinate, support, supervise and train volunteers working with bereaved children, young people and families as appropriate
- To administer and participate in monitoring and evaluation of service delivery
- Maintaining relevant databases and recording information effectively

- To signpost young people to other relevant agencies and programmes as appropriate
- To attend team meetings and contribute to team development
- Updating charity social media and website
- Occasional visits to family homes and schools/other settings
- Contribute to Memory Days throughout the year (usually held on Saturdays)
- Contribute to delivery of monthly Family Groups which run after school twice a month currently
- Updating and creating new resources where required
- To participate in regular supervision with the Family Services Lead
- To comply with the policies, procedures, and ethos of Penhaligon's Friends
- To undertake appropriate training and keep up with organisational procedures, legislation and developments in professional practice
- General administrative tasks required to support the role and the Family Services Team
- To work within the limits and boundaries of the charity
- To undertake any other reasonable tasks delegated by the Family Service Lead

Communication and Working Relationships

The post holder will need to liaise with the following people:-

- All Penhaligon's Friends staff & volunteers
- Members of the public including bereaved families and referrers
- Other statutory, voluntary and community agencies

Given the developmental nature of the service, this job description is not exhaustive and may be amended as necessary in consultation with the post holder and the Board of Trustees.