

JOB DESCRIPTION - Family Support Worker

2 x part-time roles available at 28 hours per week

Home-based, with travel to assigned hospital/s, home visits (within the catchment area for Kingston/St George's Hospital or St Peter's and across the County of Surrey) and office meetings in Kingston-Upon-Thames

Salary: Dependant on experience £25,000 – £28,000 FTE

OVERVIEW

The Family Support Worker will be supporting families who have a child with cancer or a life challenging condition. They will provide practical and emotional needs-led support services, with the main aim being to maximise the opportunities and support available to them, recognising the challenges they face and responding to their individual needs. Working closely with the Family Support Coordinator you will assess need and refer to relevant services, treats or trips.

This is a flexible role across a range of venues including local hospitals and families' homes. Our main office is based in Kingston-Upon-Thames, where the majority of team-based meetings are held.

KEY DUTIES AND RESPONSIBILITIES

- Work within the Family Support Team, to handle allocated caseload of families, and report back on needs and recommendations for support
- Work closely with the families from the point of referral to provide them with needs-led support through home visits, email, phone, text and ward visits
- In some cases, you may be asked to provide bereavement support to families, both before and after a child's death
- Weekly visits to hospitals engaging with both Momentum and non-Momentum families in need of support
- Referral of child/siblings/parents to a series of relevant therapies, where needed, to Family Support Coordinator
- Input, update and maintain accurate records on database in line with Momentum's requirements
- Management of family referrals within agreed catchment area with assessment and delivery of ongoing support
- Keep regular contact with key personnel within the paediatric team at the hospitals to encourage and facilitate prompt updates on both new and existing patients
- Delivery of family support services in line with the budget and the overall charity Business Plan
- Plan and manage family support events relevant to your caseload alongside Family Support Coordinator
- Support the marketing and fundraising team through the provision of family updates, photographs and case studies
- Relay supporter contact information to appropriate internal contacts
- Attend Family Support Team meetings to share family information, discuss issues and recommendations, review processes for support, and monitor outcomes/impact
- Attend relevant training appropriate to the post of Family Support Worker
- Flexibility to attend family support events, which may involve evenings or weekends
- Act as a professional representative of the charity for both internal and external audiences
- Other ad hoc duties in line with your role

KEY SKILLS AND REQUIREMENTS

- Excellent communication skills both written and verbal
- Responsive and empathetic to others needs and concerns
- Ability to work in a people oriented, emotional environment
- Experience of directly supporting families, children or young people
- A good understanding of some of the issue's families face when they have a child with cancer or a life challenging condition
- Ability to plan own time and manage resources effectively
- Confident using IT including Microsoft Office and databases
- An understanding of grief, loss and bereavement issues
- Experience of the charity sector (health) desirable
- Work within Momentum's Safeguarding and Code of Conduct policy
- Valid UK Driver's license with access to a car is essential for this role
- Flexible hours, to accommodate family and team need

To apply please send a cover email/letter explaining your relevant experience for this role and why you are interested in working for Momentum Children's Charity, along with a copy of your CV, to Claire Dewsbury, Service Development Manager, to claire@moment-um.org

DEADLINE FOR APPLICATIONS - 02/08/2019

INTERVIEWS HELD - 07/08/2019