

JOB DESCRIPTION

Department:	Care
Job Title	Family Support Worker
Accountable To:	Family Support Manager
Accountable For:	n/a
Based At:	Care Team Office
Salary Band:	8
Job Purpose and Context	
<p>The key purpose of the role is to deliver a high quality family support service within the region, including emotional, social and practical support, to children & young people with a life threatening or terminal illness and their families.</p> <p>The post holder will live the Rainbow Trust Values and effectively communicate with service users, colleagues and healthcare professionals.</p>	
Areas of Responsibility	
<ul style="list-style-type: none"> • Provide needs-led emotional, social and practical support to families where a child/young person has a life-threatening or terminal illness • Support children, young people and their parents/carers with the emotional impact and understanding of the process involved in grief and loss • Provide bereavement support to families, both before and after a child's death • Ensure that all duties are carried out within Rainbow Trust policies and procedures 	
Leadership and Strategy	
<ul style="list-style-type: none"> • Provide guidance and direction for volunteers • Professionally represent the team and the charity internally and externally • Proactively participate in line management supervision, non-managerial supervision and all appropriate training • Commit to Performance Management Process and develop stretching objectives to meet business plan • Take responsibility for own professional development following the PDAP process • Adhere to the Rainbow Trust Values within professional practice 	
Operational and Project Planning	
<ul style="list-style-type: none"> • Schedule individual work programme in consultation with line manager and team, on a weekly basis • Take individual responsibility for agreed objectives and targets • Contribute to team and function, planning events and activity • Organise own time, manage resources effectively and use initiative • Operate in compliance with best practice and corporate policy 	

Working with Customers and Service Delivery

- Attend relevant professional meetings and maintain effective relationships with referrers and other health professionals
- Promote the individual family's wellbeing according to agreed outcomes, reviewed at regular intervals
- Work within Rainbow Trust Children's Charity safeguarding policy
- Encourage and support relevant families to assist in fundraising activities
- Work with other health, education and social care professionals and significant others providing services to the family
- Collect relevant data from families to support Outcomes monitoring
- Ensure requests for information and action from service users and other stakeholders are responded to promptly
- Relay information and supporter contact to the appropriate internal contacts

Developing, Maintaining Systems and Procedures

- Maintain accurate records of service delivered and service outcomes according to Rainbow Trust Children's Charity policies
- Ensure that data relevant to areas of responsibility and activity is adequately and safely recorded and stored
- Ensure compliance with CQC guidelines
- Effectively use care database and suite of MSOffice products to keep team records current, complete and accurate
- Complete regular data cleaning exercises
- Use GGDrive to accurately collect and report mileage and driver performance

People Management and Development

- Inspire and provide advice and support to volunteers under the direction of line manager and to Volunteer Management guidelines
- Recognise and value the contribution of volunteers
- Work collaboratively with family support volunteers to broaden support available to families

Team Working and Collaboration

- Work collaboratively as part of the family support team to ensure delivery of a high quality service
- Support colleagues in other functions within Rainbow Trust to deliver business objectives e.g. writing case studies and updates of family stories, attending fundraising events and other relevant information as required
- Proactively participate in meetings and activities
- Contribute to team building initiatives and activities including SBI feedback

Special Conditions

- The post holder will be expected to work flexibly in a range of venues, including families' homes, hospitals and other community-based locations
- This role will involve driving significant distances as well as the possibility of evening and weekend work on occasions
- Full driver's licence required
- This is a physical role, involving lifting, bending and carrying
- This is not a complete list of the duties and responsibilities of the post, which may change dependent on the needs of the service, following discussion with the post holder