

Job Description

Job Title: Children, Young Person and Family Support Specialist

Responsible to: Children Young Person and Family Service Lead

Accountable to: Director of Care

Job Purpose:

To provide family support according to the family's individual needs and where appropriate in partnership with other professionals and agencies. To holistically assess the needs of children, young people and their families whilst providing advice to support their physical, social and mental wellbeing.

Main Duties:

1. Work in accordance with your Registered Bodies Code of Professional Practice/ Standards and Scope of Professional Practice remaining professionally and legally accountable.
2. To support and manage a caseload of families in accordance with the needs of the service
3. To collaboratively conduct the initial holistic assessment of children, young people and their families, considering the suitability of accessing family support service and/or other hospice services.
4. To act as a resource and provide knowledge, support and information to the MDT
5. To provide signposting to enable the families to access the information and practical support required, ensuring families have access to the information and services that they require.
6. To develop specialist resources and services in conjunction with the MDT
7. To facilitate the provision of ongoing emotional support to families in conjunction with the family services team to ensure available support is appropriate and timely; and to liaise with external agencies involved with a family to ensure continuity of care.
8. To provide information about Acorns and other relevant services available for families and professionals, and to promote the services of Acorns to professionals, agencies, support groups etc.
9. To ensure that the family's individual needs are met, including the cultural, ethnic and spiritual aspects.
10. Prioritise own workload taking into account unplanned work demands including a Child or Young Person admitted to Acorns for End of Life care.
11. To participate and facilitate support groups and family activity days.
12. To support the child or young person and their family before and following death.
13. To assist with the audit of the service and ensure that there is evidence-based practice.
14. To involve children, young people and their families whenever possible in care planning and delivery.
15. To work as a lone worker within the community or healthcare setting where necessary and appropriate
16. Initiate and participate in research and audit relevant to development and delivery of the service.

17. To attend regularly and contribute to team meetings and clinical/safeguarding supervision/ debriefs to ensure effective communication and shared learning is maintained.
18. To promote communication with the children and young people, encouraging them to express their wishes and concerns to their best ability (this may include non-verbal, electronic or alternative communication methods).
19. To empower children, young persons and their families to make decisions about their care and to exercise choice.
20. Always remaining professional, acting as a role model to other team members whilst maintaining professional boundaries.
21. To report incidents, near misses and potential complaints to line manager and in line with Acorns policy and procedures.
22. Completion of annual appraisals– ensuring each team member takes part in the Acorns appraisal process and has a personal development/ training plan.
23. Maintain clear and contemporaneous paper and electronic records in line with Acorns Policy
24. Provide health education information to the child and family, to promote a healthy lifestyle and where appropriate address public health issues
25. Contribute towards and deliver presentation materials for promoting the Palliative Care service to other professional groups within and outside the organisation

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to

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always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

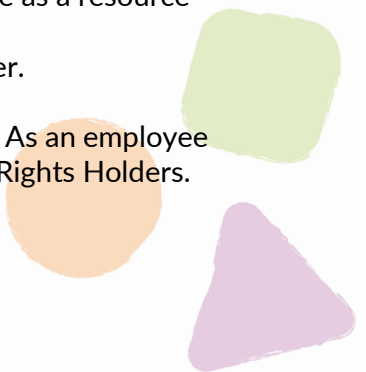
Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

Other Duties:

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
7. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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Person Specification: Children, Young Person and Family Support Specialist

	Essential	Desirable
Qualifications	> Registered professional in nursing, social work or Allied healthcare profession equivalent and relevant to the role.	
Experience	> Experience of providing holistic support to children, young people and/or families > Experience of managing a caseload. > Up-to-date knowledge of child and adult protection and safeguards > Liaison with multi-agencies. > Experience of supporting families who have experienced loss or bereavement. > Working with children with a life limiting/ life threatening palliative diagnosis	> Bereavement & Loss Counselling.
Skills and Ability	> Ability to work as a member of a multi-disciplinary team. > Ability to maintain boundaries. > Holistic approach. > Good assessment skills. > Flexible and used to working on own initiative. > Competent IT skills including MS office knowledge.	
Other	> Ability to work under pressure and to be able to tolerate stress within themselves and others. > Ability to travel independently within the West Midlands region. > Willing to work unsociable hours where service demands > To be able to support individuals who express strong emotions.	
Behaviours	> Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success	

Terms and Conditions of Employment

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Job Title:	Children, Young Person and Family Support Specialist
Responsible to:	Children Young Person and Family Service Lead
Accountable to:	Director of Care
Location:	Acorns in the Black Country Hospice Walstead Road Walsall WS5 4NL
Salary:	Acorns Pay Level E
Notice:	8 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.