

Job Description

Job Title: Children Young Person and Family Support Assistant

Responsible to: Children, Young Person and Family Services 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. Support the collation of information to inform a Holistic Needs Assessment.

Main Duties:

1. To support a caseload of as determined by the Service Lead and under the guidance of the CYP&FSS accordance with the needs of the service
2. To act as a resource and provide knowledge, support and information about a children, young person or family's needs to the MDT
3. 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.
4. To support the provision of ongoing emotional support to families in conjunction with the Children, Young People and 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.
5. 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.
6. Working alongside the CYP&FS Team, to ensure that the family's individual needs are met, including the cultural, ethnic and spiritual aspects.
7. Prioritise workload taking into account unplanned work demands including a Child or Young Person admitted to Acorns for End of Life care.
8. To participate and facilitate support groups and family activity days.
9. To support the child or young person and their family before and following death.
10. To assist with the audit of the service
11. To involve children, young people and their families whenever possible in care planning and delivery.
12. To work as a lone worker within the community or healthcare setting where necessary and appropriate
13. To attend regularly and contribute to team meetings and clinical/safeguarding supervision/ debriefs to ensure effective communication and shared learning is maintained.
14. 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).
15. To empower children, young persons and their relatives to make decisions about their care and to exercise choice.

16. To provide direct support to Children and Young People through 1:1 work or group sessions under the guidance of and working alongside the CYP&FSS, Psychotherapist and Therapeutic Practitioner.
17. Always remaining professional, acting as a role model to other team members whilst maintaining professional boundaries.
18. To report incidents, near misses and potential complaints to line manager and in line with Acorns policy and procedures.
19. Completion of annual appraisals– fulfilling own responsibility for appraisal process and agreed personal development/ training plan.
20. Maintain clear and contemporaneous paper and electronic records in line with Acorns Policy
21. Provide health education information to the child and family, to promote a healthy lifestyle and where appropriate address public health issues.

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 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

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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
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.

Person Specification: Children Young Person and Family Support Assistant

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Good standard of general education- (minimum of Key skills in English and Maths) 	<ul style="list-style-type: none"> > NVQ Level 2/3 in Health and Social Care or be willing to work towards.
Experience	<ul style="list-style-type: none"> > Experience of working with children, young people and/or families > A firm commitment to equality, diversity and inclusion 	<ul style="list-style-type: none"> > Experience of managing a caseload. > Up-to-date knowledge of child and adult protection and safeguards > Experience of supporting families who have experienced loss or bereavement. > Working with children with a life limiting/ life threatening palliative diagnosis
Skills and Ability	<ul style="list-style-type: none"> > 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. > Experience of telephone and virtual support. > Ability to engage and collaborate with a diverse audience including colleagues and community members. > Strong inter-personal skills > Strong ability to work both independently and autonomously and as part of a team 	<ul style="list-style-type: none"> > Understanding of community-based working and asset-based community development/compassionate communities principles and practices > Experience of working with volunteers.
Other	<ul style="list-style-type: none"> > 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	<ul style="list-style-type: none"> > 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

Job Title: Children, Young Person and Family Support Assistant

Responsible to: Children, Young Person and Family Services Lead

Accountable to: Director of Care

Location: Acorns in the Black Country Hospice
Walstead Road
Walsall
WS5 4NL

Salary: Acorns Pay Level B

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.