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| **Department** | **Department of People** |
| **Job Title** | Family Support Assistant |
| **Grade** | D |
| **Primary Purpose of Job** | To support disabled children and their families through the provision of personal and practical support and care both in the child’s own home and in the community |
| **Reporting To** | Registered Manager |
| **Staffing**  **Responsibilities** | N/A |

**Main Duties**

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| **1** | To provide practical and personal support to families of disabled children as directed. | |
| **2** | To assist in planned activities designed to meet the developmental or therapeutic needs of disabled children. | |
| **3** | To monitor and record contact with the service users. | |
| **4** | To assist in the meeting the practical needs of families which may include shopping, food preparation and general domestic support where appropriate. | |
| **5** | To attend to the physical needs of children including washing, dressing and helping a child take food and drink. | |
| **6** | To support young people with additional health care needs as appropriate and in accordance with written health care plans and guidance, when judged competent to do so. | |
| **7** | To assist parents meet the social and emotional needs of their children by supporting play and recreational activity. | |
| **8**  **9**  **10**  **11** | To work outside the home with a child to support specific developmental programmes.  To support children’s attendance at appointments, school and recreational facilities by accompanying / escorting if required.  To spend short periods at home having total supervision of the child should this be required to enable a parent to shop, attend non-child related appointments etc.  To maintain appropriate records of services provided to the family. | |
| **Date Job Description prepared/updated:** | | **May 2017** |
| **Job Description prepared by:** | | **Sally Hinde** |



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| **Department** | | | | **department of people** | | |
| **Job Title** | | | | **Family Support assistant** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Knowledge and understanding of the difficulties facing families parenting disabled children. | | | | | Application Form / Interview |
| 2. | Ability to assist parents in meeting the care needs of their children. | | | | | Interview |
| 3. | Ability to communicate effectively with a range of people and produce basic reports. | | | | | Application Form / Interview |
| 4. | Ability to work with others to ensure that the needs of the children are met. | | | | | Application Form / Interview |
| 5. | Willingness to offer a flexible response to meet the diverse demands of the role. | | | | | Application Form |
| 6. | Willingness to undertake training to meet the specific demands of the post. | | | | | Application Form |
| 7. | Ability to cope with the physical demands of the role as young people may need support in moving and handling/positioning. | | | | | Application Form / Interview |
| 8. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Personal or work experience of offering support to children and their carers. | | | Application Form | |

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| **3. Work Related Circumstances** | | |
| 1. | Ability to be flexible about working times within an agreed shift pattern. | Interview |
| 2. | This post has been designated as a casual car user post. There must be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy. | Interview |
| 4. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Satisfactory DBS Disclosure |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. |  | |  |
| 2. |  | |  |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Two years’ experience in supporting disabled children in domestic, social care or school setting. | | Application Form |
| 2. | NVQ 2 in care. | | Application Form |
| 3. | Experience of responding to emergency situations. | | Interview |

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| **Date Person Specification prepared/updated:** | **May 2017** |
| **Person Specification prepared by:** | **Sally Hinde** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.