

Family Link Worker

Candidate pack and Job Description

Noah's Ark Children's Hospice

The Ark, Byng Road, Barnet,
EN5 4NP

Registered Charity No. **1081156**.



Noah's Ark Hospice:
We help children who are seriously unwell make the most of every day

Noah's Ark Children's hospice helps babies, children and young people who have life-limiting or life-threatening conditions, and their families, make the most of every day. We are here to enable those we support to enjoy life as children, rather than as patients; as families, not just as carers.

Our expert staff and trained volunteers provide clinical, emotional and practical support for families across north and central London and Herts Valley. We carefully adapt our support for every child and offer it wherever it is required - whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.

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“Nobody can take my daughter's illnesses away but Noah's Ark's wonderful social workers, nurses and carers put a smile on our faces, fight for us, and give me a safe space to cry my tears, so I can stay strong for my daughter. Noah's Ark is like a family to us now.”

Mother of a child support by Noah's Ark

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Clinical Services

In-patient Care: The Ark has a 6 room In-Patient Unit, where children can stay, either due to a clinical or social emergency, or for end of life care. The Nurse led team provide personal care, specialist clinical care and symptom management.

Hospice-at-Home; Specialist Carers, trained by paediatric nurses, go into family homes to spend time with the unwell child, allowing parents to take a short break. Specialist carers will support with clinical, emotional and practical needs, and just as importantly engage the child through play and fun activities. If families chose, our Nurses can provide end of life care in the home.

Post death care; The Ark has two Butterfly Rooms where children can be cared for after death by the Specialist Care and Nursing team, allowing families to spend more time with their child, and be supported by the holistic teams. Post death care is also available in the community for children who have died at home, through use of a special cold blanket.

Specialist Play; Our Specialist Play service provides one-to-one sessions to babies, children and young people, at The Ark or in the community. The service works closely with our carers and nurses to ensure that all children staying at The Ark, whether that is for a short break, or at the end of their lives, have their wishes and interests kept at the heart of all their care. Support is also available for siblings, including those bereaved.

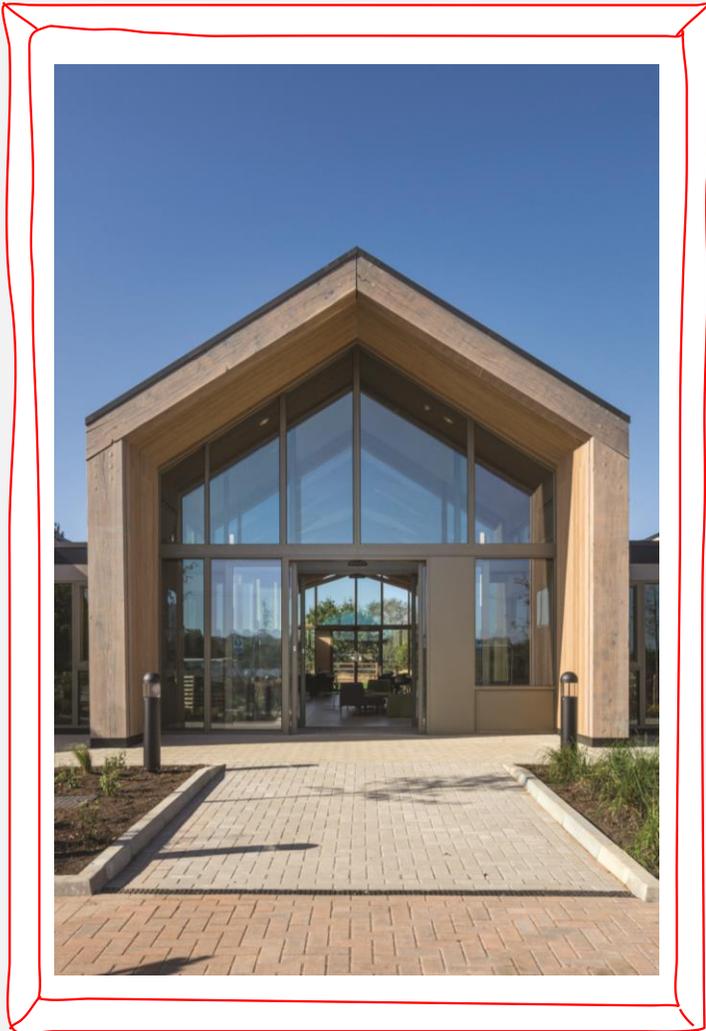
Holistic Services

Family Link: Each family referred to us has a single point of contact to ensure personalised, tailored support for the whole family. As well as coordinating Noah's Ark services, family support might include signposting, advocacy, benefits advice, moral support or simply being a listening ear. The team leads on multi-agency working with external professionals, and offer safeguarding training, support and advice for the whole charity.

Therapies: The therapies team offers music, drama and art therapies to children, siblings and families, through both individual sessions and groups. Sessions can be based at home, school, or in The Ark. The therapies team assess a child or family's and then tailor sessions to the specific needs of the child and family, to address emotional, physical, developmental and social needs. We also have a specialist play service available in the home and at The Ark.

Home Support: The team trains and matches Home Support Volunteers with families, based on the assessed family needs; be that mowing the lawn, taking siblings on local outings, helping organise paperwork or just being a friendly ear.

Family Activities The Family Activities team coordinate and deliver various programmes of free activities; for the referred children, their siblings, and the whole family. These are based both at The Ark and in the community across the boroughs that we serve. Activities are aimed at helping children and families have fun, develop confidence, make friends and build a community of support.



The Ark

Designed by families, for families, The Ark was opened in September 2019 by the Mayor of London. The Ark is a place of light and life, where you will find music, art, play and drama therapy; children blossoming in sensory and soft play rooms; and the only fully accessible playground in London.

Coronavirus forced us to dramatically and rapidly expedite the opening of the In-Patient Unit at The Ark, to relieve the NHS and help our families. We've been there for children in acute need, including those at the end of their lives, as well their families who are facing the unimaginable. We are resolutely determined to be there for the children and families relying on us throughout coronavirus, and beyond.

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“This is a place of life, of light, of joy and of play. This is a place that can let our children be more than the difficulties they face and are labelled with. This is a place where specialist care is offered, a place for families to connect, a place where the most precious of memories will be made”.

Rose, Grandmother and sole guardian of Ben (who died in 2014) and Sophie who currently benefits from Noah's Ark's care

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About you

We are seeking an experienced, creative, and knowledgeable family support professional to join our pivotal Family Link Team. As Family Link Worker, you will act as a link between families and the wider service provided by Noah's Ark, assessing their needs and introducing them to appropriate services. You will continue to support the family, as needed during their child's time with Noah's Ark and in some cases post-bereavement.

The ideal candidate will have experience of working with children and families with complex needs in a key worker or family support role. Experience of needs assessment and care planning would be beneficial. You will enjoy working independently but also capable of effective team working, ideally with experience of inter-professional working across health, education and social care.

You will be familiar the needs of children with disabilities and complex needs, and have an understanding of the challenges facing families. You will have strong interpersonal skills, an enthusiastic work attitude and a flexible approach to the changing work environment. Experience of bereavement work would be ideal, but is not essential, as training will be provided.

Key Responsibilities



- Visiting all the newly referred families to assess their needs and arrange for appropriate services to be delivered.
- Maintaining a link with these families and offering practical and emotional support as needed.
- Acting as key worker for a defined caseload, liaising with internal and external professionals as required.
- Providing or arranging Welfare Rights advice and support in applying for benefits.
- Acting as an advocate and signposting to other services as needed.
- Contributing to the review of families' needs at least annually.
- Maintaining an up to date knowledge of all aspects of palliative care, bereavement and safeguarding.
- Participation in regular supervision.
- Participation in regular Team Meetings.
- Participation in multi-disciplinary meetings with external professionals.
- Developing and maintaining links with the services in the 5 North London boroughs and Hertsmere and acting as a link to Noah's Ark for families referred from those areas.
- Ensuring that records are up to date, mainly using the database.
- Supporting families who are bereaved and helping to develop services for them.
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Additional responsibilities



In addition, the Family Link Worker will be expected to:

- Assist in delivering training programmes (safeguarding and bereavement), and participate in training as determined by the Link Team Leader.
- Facilitate group supervision for Home Support and Events volunteers.
- Help to facilitate parents' groups, including groups and events for bereaved parents and siblings.
- Support children/young people with additional needs to access our Sibling Activities Programme
- Participate in non-medical 'out of hours' On Call rota.
- Participate in a 'duty' rota, to respond to family need within the hospice.
- Any other duties as are within the scope, spirit and purpose of the job, as requested by the Family Link manager or his/her higher level of authority.

Key Information

Department: Care: Holistic Services

Salary: £26,447 (Band 4, Agenda for change Outer 2021)

Location: Noah's Ark Children's Hospice, Barnet. Travel across north and central London and Hertsmere

Hours: Full Time (37.5 hours per week) and Part-time available. Flexible working hours which will include some evenings and weekends as required by the duties of the post. Time off in lieu will be given.

Contract: Permanent

Reporting to: Head of Family Link

Benefits

- Holidays - starting at 25 days per year rising to 30 days per year with length of service
- Flexible holiday (buy and sell) scheme
- Life Assurance
- Pension scheme
- Season ticket loan



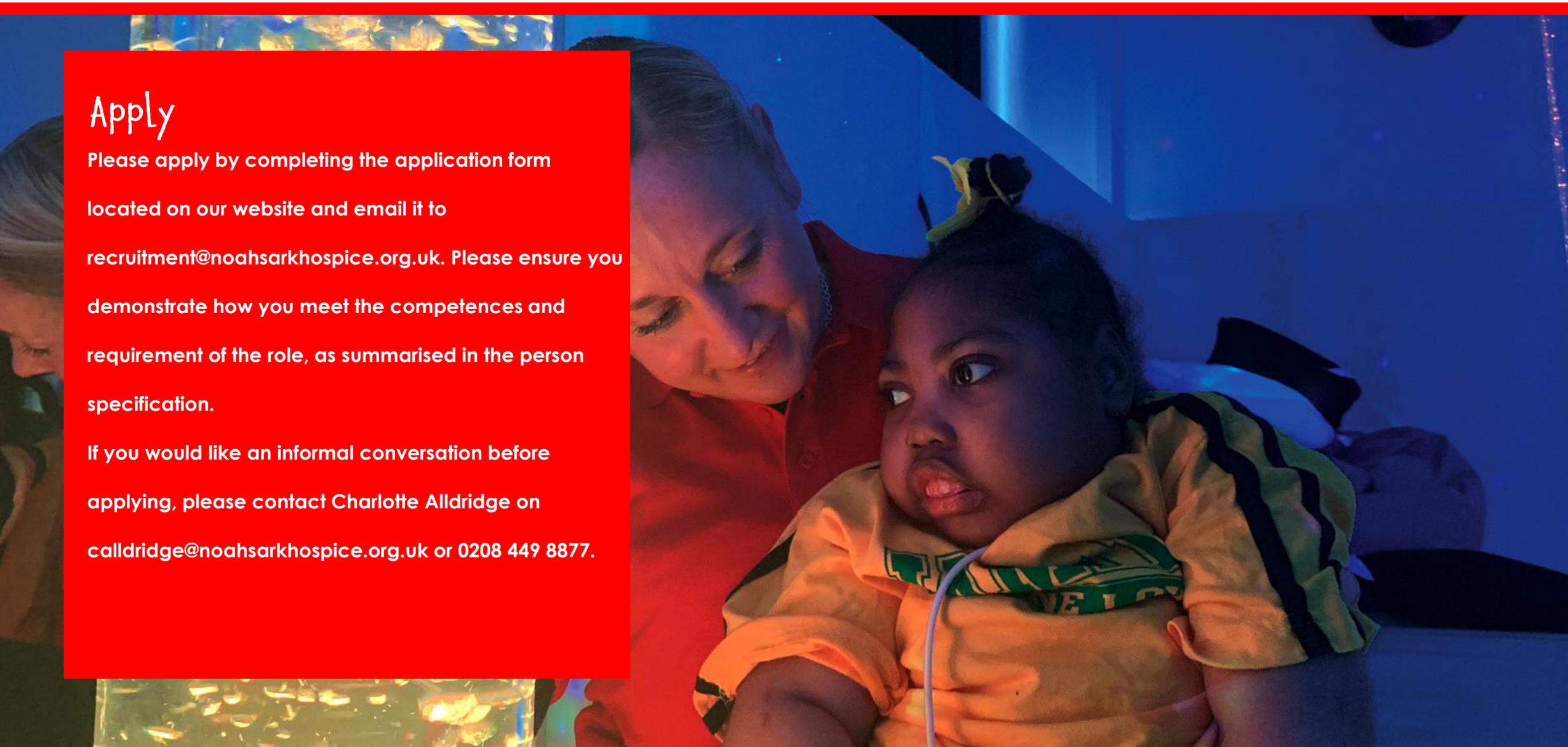
Person Specification

	ESSENTIAL	DESIRABLE
Experience/ knowledge	<ul style="list-style-type: none"> Educated to at least 'A' level standard. At least 2 years' professional experience of working with families of children with complex needs in a statutory or voluntary setting. Experience of child protection work. Experience of acting as a key worker. Knowledge of Child Protection and Safeguarding procedures. 	<ul style="list-style-type: none"> Social Work or Health Care professional qualification. Basic knowledge of resources for families of children with disabilities, such as benefit entitlement, housing, mobility issues. Knowledge of the needs of life limited children and their families. Experience of working with bereaved parents.
Attributes/ skills	<ul style="list-style-type: none"> Excellent listening skills. Good assessment skills. Excellent sensitive interpersonal skills. IT self-sufficient. High degree of literacy and ability to write letters and reports. Team player. Ability to relate confidently to other professionals. Good networking ability. Ability to work under pressure and manage time effectively. Ability to advocate for families. Ability to work in a holistic way with families. 	<ul style="list-style-type: none"> Experience in using a database.
Special Conditions	<ul style="list-style-type: none"> Some working outside office hours – evenings and weekends, as required by the service. Valid driving license and access to car on a daily basis essential. 	

Apply

Please apply by completing the application form located on our website and email it to recruitment@noahsarkhospice.org.uk. Please ensure you demonstrate how you meet the competences and requirement of the role, as summarised in the person specification.

If you would like an informal conversation before applying, please contact Charlotte Alldridge on calldridge@noahsarkhospice.org.uk or 0208 449 8877.



Additional information

You will be expected to work within legal and charity guidelines, ensuring compliance with CQC and other statutory regulations.

You will be expected to work within Noah's Ark Children's Hospice administrative and IT systems and guidelines and be aware of, and comply with the relevant rules and policies.

Noah's Ark Children's Hospice takes its responsibility for safeguarding the wellbeing of children seriously and this post is subject to an enhanced Disclosure and Barring Service Application (DBS).

The post holder should at all times be aware of the confidential nature of the work of Noah's Ark Children's Hospice. The job description will be reviewed as part of the post holder's annual appraisal and may otherwise be modified in the light of development and changing circumstances. The post holder should be prepared to undertake further duties that may arise as the work of Noah's Ark continues to develop.

Equal Opportunities Statement

Noah's Ark Children's Hospice is an equal opportunities employer.

In line with the current legislation, as an employer of staff and as a developer of volunteers, we aim to ensure that all job applicants, staff and volunteers do not suffer unfair discrimination because of their race; colour; nationality; ethnic origin or religious belief; social class or caste; age; disability; sexual orientation; marital status; family situation; or gender.

We aim to ensure that all people with whom we work are valued for their contribution and are given the opportunity to realise their full potential within the organisation.

Noah's Ark Children's Hospice believes that following a policy of equality of opportunity will benefit not only the individual but will also benefit and enrich the whole organisation.



For more information on this role please contact

Charlotte Alldridge on **0208 449 887** or calldridge@noahsarkhospice.org.uk

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