



## FAMILY LINK SOCIAL WORKER

<b>SALARY</b>	£37,152 per annum Band 6 AFC, Outer London
<b>LOCATION</b>	Barnet (North London) and in the community
<b>HOURS</b>	37.5 hours 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.
<b>CONTRACT</b>	Permanent
<b>REPORTING TO</b>	Family Link Team Manager

Noah's Ark Children's Hospice helps seriously unwell children and their families make the most of the special time they have together. The majority of babies and children we support are unlikely to reach their 18th birthday.

With talented individuals who share our passion to improve the lives of seriously unwell children and their families, we're changing the landscape for paediatric palliative care in North and Central London, as well as Hertsmere

### JOB DESCRIPTION

We are seeking an experienced, creative, and knowledgeable Social Worker professional to enhance our pivotal Family Link Team. The Family Link Team act as a link between families and the wider service provided by Noah's Ark, assessing their needs and introducing them to appropriate services. The Family Link team supports families, within a psychosocial framework using social work models of good practice, during their child's time with Noah's Ark and in some cases post-bereavement.



## ABOUT YOU

You will be a qualified Social Worker, registered with Social Work England, with experience of working with children and families with complex needs in a statutory or voluntary setting.

Experience of needs assessment and care planning is essential. You will enjoy working independently but be capable of effective team working, with experience of inter-professional working across health, education and social care. You will ideally have some experience of supervising others, and a qualification in Practice Education of students would be highly beneficial.

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 very strong interpersonal skills, an enthusiastic work attitude and a flexible approach to the changing work environment. Keen to develop self within role

Able and willing to work within a palliative care environment with commitment to the aims and ethos of the Hospice.

Experience of bereavement is desirable, but is not essential, as training will be provided.

## KEY TASKS & RESPONSIBILITIES OF THE ROLE

### SUPPORTING FAMILIES

Support families within a psychosocial framework, ensuring holistic assessment and interventions are family-centred, needs-led, and evidence-based.

Visit newly referred families to assess needs and arrange for appropriate services to be delivered.

Act as key worker for a defined caseload of families, including some who are bereaved

- Offer practical and emotional support as needed.
- Provide or arrange Welfare Rights advice and support in applying for benefits.
- Act as an advocate and signposting to other services.
- Contribute to the review of families' needs at least annually.
- Participate in multi-disciplinary meetings with external professionals.

Help to facilitate parents' groups and group supervision for Home Support and Events volunteers.

Help to support children/young people with additional needs to access our Sibling Activities Programme

Ensure that records are up to date, mainly using the database.

Participate in non-medical 'out of hours' On-Call rota and a Family Link 'duty' rota to respond to family need within the Ark.



Effectively work within the legal, ethical and professional frameworks applicable to social work and children's palliative care.

Maintain an up to date knowledge of all aspects of palliative care, bereavement and safeguarding.

Maintain and update own professional Practice, including Social Work England Registration, and participate in regular one to one supervision.

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.

### **LEADERSHIP AND INTER-PROFESSIONAL RESPONSIBILITIES**

Utilise your professional expertise to provide ongoing practice development of the team, including the use of Social Work models of Good Practice.

Provide consultation to unqualified workers and the wider care team on complex cases as required.

Provide direct supervision of one unqualified worker and support the Team under the guidance of the Manager in their absence.

Participate and on request lead in regular Care Team Meetings, complex case meetings and, when required, other internal multidisciplinary meetings, such as Referral Panel, Admissions meeting, and Case review meetings.

Support in developing and delivering training programmes (safeguarding and bereavement) for staff across the charity.

Act as one of the Designated Safeguarding Leads for the charity, following completion of relevant training, and attend regular Safeguarding meetings.

Support the Head of Holistic Services and Family Link Team Manager in developing a safeguarding Supervision programme for the Care Team.

Develop and maintain links with the services in the 5 North London boroughs and Herts Valley.

Act as an ambassador for the charity, maintaining positive and effective communication with other agencies and funders.

Actively contribute towards quality assurance and practice development activities e.g. audit, policy review, benchmarking, service review, reflective practice and action learning.

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"> <li>1. Social Work qualification (DipSW/BSc//BA/MA) and Social Work England registration.</li> </ol>	<ol style="list-style-type: none"> <li>1. PG CERT Practice Education</li> </ol>
<b>SKILLS / KNOWLEDGE / EXPERIENCE</b>	<ol style="list-style-type: none"> <li>1. Experience of working with families of children with complex needs in a statutory or voluntary setting.</li> <li>2. Experience of child protection work.</li> <li>3. Experience of assessment, intervention and review processes.</li> <li>4. Experience of managing a caseload of families, and prioritising tasks accordingly.</li> <li>5. Evidence of multi-disciplinary working.</li> <li>6. Knowledge of Child Protection and Safeguarding procedures.</li> <li>7. Knowledge of resources for families of disabled children such as benefits, housing, mobility issues.</li> <li>8. Awareness of bereavement/loss models of grief</li> <li>9. Knowledge of the needs of life limited children and their families. Strong organisational skills and ability to work to deadlines.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of supervising staff members, students or volunteers</li> <li>2. Experience of working in a palliative care service</li> <li>3. Experience of working with bereaved parents.</li> <li>4. Experience of working with disabled children and young people.</li> <li>5. Experience leading groups.</li> <li>6. Experience of training others in Safeguarding.</li> </ol>

	<ul style="list-style-type: none"> <li>10. Strong organisational skills and ability to work to deadlines.</li> <li>11. IT self-sufficiency (PowerPoint, Excel, use of databases).</li> </ul>	
<p><b>BEHAVIOURAL / PERSONAL</b></p>	<ul style="list-style-type: none"> <li>1. Excellent active listening and interpersonal skills.</li> <li>2. Sensitive, warm and attuned communication style</li> <li>3. Able to maintain strong professional boundaries</li> <li>4. Excellent skills relating to and networking with other professionals, internally and externally.</li> <li>5. Skills in mentoring and sharing practice.</li> <li>6. Good written and presentation skills.</li> <li>7. Highly developed sense of self awareness and understanding of unconscious bias in your own practice.</li> <li>8. Attuned and sensitive to the experiences of others</li> <li>9. Analytical and solution focussed.</li> <li>10. Seeks and accepts regular supervision from line manager.</li> <li>11. Able to reflect on own practice and take on board any constructive criticism through regular supervision and holistic appraisal.</li> </ul>	<ul style="list-style-type: none"> <li>1. Group work skills</li> <li>2. Parenting skills.</li> <li>3. Speak or sign additional language</li> <li>4. Knowledge of Makaton / AAC /FC</li> </ul>



## **CHARITY BENEFITS**

### **ANNUAL LEAVE**

25 days, rising by a day after each completed year up to 30 days. We offer the ability to buy or sell up to 5 days

### **SEASON TICKET LOAN**

An interest-free loan is available to all staff to purchase their season ticket.

### **LEARNING AND DEVELOPMENT**

Each employee receives suitable training and development opportunities

### **PENSION**

AVIVA pension scheme, which Noah's Ark matches up to 6%.

Nursing staff are offered the NHS pension.

### **FLEXIBLE WORKING**

Flexible working opportunities are available to staff dependent on the charity's needs.

### **LIFE ASSURANCE**

Staff will receive Life Assurance (Death in Service) provided by Canada Life Group Insurance. The benefit basis is 4x annual salary.

### **PAID MEMBERSHIP TO BLUE LIGHT CARD**

Staff will receive a Blue Light card membership giving discounts to a number of well-known brands and stores.

### **BIKE2WORK SCHEME**

Salary sacrifice scheme offering the opportunity to purchase a bike and accessories, with tax free payments spread over a period of time.

### **SUBSIDISED CAFÉ**

Freshly prepared hot and cold meals provided at The Ark daily.

### **STAFF REFERRAL SCHEME**

Monetary incentive for staff when they successfully recommend a candidate for an open position.

## HOW TO APPLY

Please send your completed application form to [recruitment@noahsarkchildrenshospice.org.uk](mailto:recruitment@noahsarkchildrenshospice.org.uk)

The application form is available to download under the relevant vacancy at

<https://www.noahsarkhospice.org.uk/work-with-us>

If you would like to have a confidential discussion about this role, please email the HR Team at

[hr@noahsarkhospice.org.uk](mailto:hr@noahsarkhospice.org.uk) or call 020 8449 8877.

We can't wait to  
hear from you!



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Noah's Ark Hospice is a Company Limited  
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Company Registration No. 3901606  
Registered Charity No. 1081156

## About Noah's Ark Children's Hospice

### **ABOUT NOAH'S ARK CHILDREN'S HOSPICE**

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.

### **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 a fully accessible playground. The grounds offer wheelchair accessible outdoor experiences, including a Woodland Walk through a 7-acre nature reserve and a sensory walkway. At The Ark we are able to provide Specialist Care and Nursing for babies, children and young people, supporting their full clinical, emotional, social and practical needs. We have created a space where children who are seriously unwell are accepted as they are, safe to play, explore, express themselves and build confidence.





## OUR VALUES

Our values capture who we are, and what we expect from staff and volunteers. They are the 'Noah's Ark way', and are reflected in everything we do.



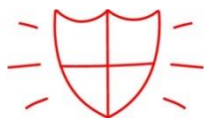
### KINDNESS

- We show compassion and empathy in all our interactions
- We put the child and family at the heart of all we do
- We are considerate: act thoughtfully and behave with integrity
- We go above and beyond
- We embrace diversity
- We create precious moments for children and their families
- We actively promote good mental health and look after our team
- We do not judge others for their differences



### EXCELLENCE

- We are exacting and passionate about our mission
- Our expert and dedicated team is tenacious and solution focused
- We are pioneering, creative and adaptable
- We collaborate and build partnerships
- We listen and learn
- We are considered and reflective
- We plan and grow responsively and responsibly
- We invest in our people



### COURAGE

- We are strong and ambitious in all we do
- We challenge the status quo, making bold resilience and aim to empower
- We help families and each other build resilience and aim to empower
- We act with candour and integrity
- We reach out to people in very difficult circumstances
- We do not shy away from making hard decisions or from challenging situations
- We are not afraid to ask for help