



FAMILY SUPPORT LINK WORKER

SALARY	£15,868 per annum pro Rata (£26,447 (FTE) Band 4 Agenda for Change, Outer London
LOCATION	Barnet (North London) and in the community
HOURS	22.5 hours per week Wednesday – Friday
CONTRACT	Permanent
REPORTING TO	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 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.



ABOUT YOU

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.

A full driving licence and access to your own vehicle for business use is essential to cover our wide geographical operating region.

Experience of bereavement work would be ideal, but is not essential, as training will be provided.

KEY TASKS & RESPONSIBILITIES OF THE ROLE

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 Herts Valley, and acting as a link to Noah's Ark for families referred from those areas.

Ensuring that records are up to date

Supporting families who are bereaved and helping to develop services for them

Participate in training as determined by the Link Team Leader.

Help to facilitate parents' groups, including groups and events for bereaved parents and siblings.



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.

Some working outside office hours – evenings and weekends, as required by the service.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ol style="list-style-type: none"> 1. Educated to at least 'A' level standard. 	<ol style="list-style-type: none"> 1. Social Work or Health Care professional qualification.
SKILLS / KNOWLEDGE / EXPERIENCE	<ol style="list-style-type: none"> 1. At least 2 years' professional experience of working with families of children with complex needs in a statutory or voluntary setting. 2. Experience of acting as a key worker. 3. Knowledge of Child Protection and Safeguarding procedures. 	<ol style="list-style-type: none"> 1. Basic knowledge of resources for families of children with disabilities, such as benefit entitlement, housing, mobility issues. 2. Knowledge of the needs of life-limited children and their families. 3. Experience of working with bereaved parents.
BEHAVIOURAL / PERSONAL	<ol style="list-style-type: none"> 1. Excellent listening skills. 2. Good assessment skills. 3. Excellent sensitive interpersonal skills. 4. IT self-sufficient. 5. High degree of literacy and ability to write letters and reports. 6. Team player. 7. Ability to relate confidently to other professionals. 8. Good networking ability. 9. Ability to work under pressure and manage time effectively. 10. Ability to advocate for families in a holistic way. 	<ol style="list-style-type: none"> 1. Experience in using a database.
SPECIAL CONDITIONS	<ol style="list-style-type: none"> 1. Some working outside office hours – evenings and weekends, as required by the service. 2. Valid driving license and access to car. 	



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

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 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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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