

# Family Support Worker Job Description

**Job Title:** Family support worker

**Responsible to:** Office and project manager

**Base Location:** Grace Kelly Childhood Cancer Trust office, Upton Snodsbury, WR7 4NZ.

**Overview:** This is an exciting new role within Grace Kelly Childhood Cancer Trust, which will provide the ongoing specific support for individual families, as well as the community of families. The opportunity is available to develop further the scope of the role, and to be a champion for the work of the Trust. The key focus remaining on the liaison, communication and empathy with the families through their difficult journeys, delivering practical and emotional support.

**Job Purpose:** To engage with families and a child diagnosed with cancer, providing practical and emotional support at all stages of the childhood cancer journey locally, including following bereavement. To ensure the families have a point of contact for information, understanding and emotional support at the times and levels of engagement directed by the family.

## ROLE OBJECTIVES

- To develop professional supportive relationships with local oncology hospital units. Ensuring their awareness of our services, providing diagnosis support information and referral for families. Maintaining up to date information of other organisations' service provision for referrals and signposting, including the children's schools, hospice,
- To complete an initial assessment of the families' needs so that you can identify and plan the support needed to address issues and prevent any problems from escalating. Utilising the information to schedule appropriate liaison with the family at the correct stages of their journey.
- Undertake regular review meetings with families and other services during home visits to ensure they are fully supported through their childhood cancer journey and the progress has been made aligned with and adjusted following the initial assessments.
- To support a family during a crisis situation, for example when a child is critically ill, or they sadly pass away.
- To develop initiatives and programs to further support individual and the community of families across our service. Delivering such activities with recognition of levels of success and continuance
- To adhere and maintain awareness of the professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity and inclusion policies.
- You will manage your own workload, accurate administration and diary commitments. To ensure that families are followed up appropriately and in a timely manner. As well as

ongoing liaison with the Grace Kelly Childhood Cancer Trust colleagues. You will also receive direction for specific work from the team and Director.

- Maintain accurate and up-to-date administration and case records, including reports of all interactions, and timely follow up actions.
- To be a resource within the Grace Kelly Childhood Cancer Trust to help provide an understanding of the psychosocial needs our families have. This may be locally or nationally (on a remote basis).
- To assist in the development of procedures, policies and systems relevant to the provision of support to families.
- To help support other members of the GKCCT team to provide practical or psychosocial support to families as required.
- To contribute to the Trust's education procedures as necessary.

### **Skills**

- You will be skilled in communicating and supporting individuals, of all ages, throughout complex issues. You will demonstrate empathy, excellent listening skills as well as observing and reading body language. You will understand and deliver the support with compassion and understanding. Background of counselling would be a significant advantage.
- You will have a good working knowledge of IT skills to ensure the accurate use of internal systems packages, such as Microsoft Office packages. As well as understanding of case management systems.
- You will be physically fit to carry a box of resources and be mobile to engage with children, such as playing on the floor with them.
- You will hold a full and clean driving licence and have use of suitable transport. The post will involve some driving so the post holder will need a full driving licence and use of a car.

### **Working environment**

- Whilst the service is primarily within normal office hours, there may be requirements for some out of hours work.
- Travel will be within the Worcestershire region, however this may extend to Herefordshire
- When on home visits this will involve lone working, in line with the charity lone working policy.
- Due to the nature of the work, it will involve working with families who are experiencing or who have experienced considerable emotional distress.

### **Other requirements**

To contribute to the maintenance of a safe and secure working environment and to ensure that you are familiar with and ensure that your work is aligned with all our organisational policies including our data protection, and health and safety policies and national legislation.

To attend and complete all mandatory training and to promote the organisation and its

values and beliefs at all times to maintain a good organisational reputation.

This profile is not exhaustive and other activities commensurate with your skills, abilities and the need of the organisation will be reasonably required. The charity reserves the right to alter the contents of this job description to reflect the needs of the charity.

Skills and Qualifications	Essential	Desirable
Qualifications	A good level of general education.	Counselling qualification (minimum Level 3).  Health/ social care/ social work (minimum Level 3).
Experience	At least 12 months experience of working with individuals or families in an emotional supportive role. similar setting given the sensitive nature of the role.	Experience of working therapeutically through groups.  Experience within bereavement/palliative care.  Experience of play therapy with children.  Experience within a clinical environment with understanding of medical terminology.
	Experience of working with loss, grief and emotional crisis.	Experience of childhood bereavement.
	Experience of working with people of different ages, backgrounds and beliefs.	Supervisory experience.
	Full driving licence and suitable transport.	
	Knowledge of relevant legislation including GDPR.	
	Experience of undertaking assessments and making decisions on service provision.	

Skills	Excellent communication skills and a listening, caring and compassionate nature.	
	Ability to work under own initiative but also as part of a team.	
	Ability to multitask, good time management and to prioritise workloads.	
	Good written and excellent verbal communications skills In English.	

Applicants will be required to undergo an enhanced DBS check as there will be contact with children.

Ongoing employment will be subject to a satisfactory 6-month probationary period.