The Hamlet—Supporting Children and Young Adults with Disabilities and Complex Health Needs and their Families.

Job Description and Person Specification: Lead Young Person and Families Practitioner for children & young adults with disabilities and complex health needs. You will be based at The Hamlet, Children’s Services, Johnson Place with some travel in Norwich and Norfolk.

Purpose of the job:

Parents of children or young adults with complex health needs and disabilities need time to adjust and learn to care for the needs of their children / young adults from diagnosis onwards. Young adults need support with accessing services, especially in the transition from child to adult services. Access to play schemes and other respite care needs a careful adjustment and time to gain confidence in the care their child will receive. The job will be central to the development of ongoing support for families in a range of activities across the adult and children’s centres and will involve some outreach work and home visiting.

Role:

▪ To empower and support parents of children and young adults with profound and complex disabilities to access our provision and other opportunities provided by the centres.
▪ To take a lead role in the continued development of ‘The Hive’; our base for supporting our parents/carers of those children and young adults with complex disabilities and health needs.
▪ To provide information and signposting to a range of services and other support groups in Norwich and Norfolk.

▪ To provide advice, guidance and information to parents of children and young adults with disabilities and complex health needs on a daily basis both at The Hamlet and when necessary at the child/young person’s home.
▪ To be a role model of good practice in work with parents to ensure that staff understand the principles of work with parents.
Through work with the wider management team, to attend multi-agency meetings and other professional meetings regarding the support of our families and young people.

To promote the work of The Hamlet and work in partnership with other organisations by taking part in events designed to support children and young people with disabilities and complex health needs. This will involve flexible working patterns on such occasions.

To provide support to the Management team in the day to day running of The Hamlet at Johnson Place as required.

To be a key holder for The Hamlet Children’s Service at Johnson Place.

The building and environment:

You will:

- Ensure that the site is kept safe and secure by carrying out risk assessments before and during activities.
- Maintain equipment and resources at all times and report any damaged or faulty equipment to the Health and Safety Representative /Senior Management.
- Ensure the building is locked and the alarm set at the end of the day if required.
- Ensure all equipment is used in accordance with user instructions.
- Ensure that children and young people use resources appropriately.
- Ensure that you are familiar with Health and Safety policies and procedures, including fire safety and have practice in this.
- Maintain a clean, tidy and secure environment, treating buildings, toys and equipment with respect and care.
- Ensure parents / carers and other visitors are aware of fire procedures and facilities.

Management

You will:

- Work with minimum supervision and be self-motivated but ultimately under the direction of the Senior Managers and the Chief Executive.
- Provide support in the day to day management of the centre.
- Oversee volunteers within The Hive service.
- Oversee the administrator in supporting the groups for parents and children.
- Support co-ordination of our pre-school stay and play groups; registration, liaising with finance with regards to invoicing, and general administration.
Record Keeping

You will:

- Maintain accurate records of the children and families accessing the activities and ensure that information is kept current.
- Maintain all databases and spreadsheets as required to run our services.
- Provide written reports and data as required by The Hamlet, Trustees and other professionals.
- Provide updates and reports for funders.
- Provide information to support Education, Health and Care plans, multi-agency and safeguarding reports and similar reports as required.
- Ensure registration forms and records for children accessing our pre-school stay and play groups are kept up-to-date and accounted for.

Children and Young People

You will:

- Be aware and understand the Children’s Safeguarding Policy and ensure that any concerns about a child’s safety or welfare are dealt with according to the policies and procedures of The Hamlet.
- Ensure that you are aware of any changes in the needs of individual children / young people and that all paperwork is updated accordingly.

Conduct

- At all times, you are a representative of The Hamlet and must consider appropriate dress and conduct.
- You will undertake other duties as required by The Hamlet.
Person Specification:

Essential

Professional:

- Qualified to at least level 3 in a relevant area e.g. Health and Social Care, Early Years, Education.

- At least 3 years’ experience of supporting children and/or young people with disabilities and their families.

- Have experience and knowledge of safeguarding, the common assessment framework and special education needs assessment.

- Evidence of keeping up to date with practice and developments in the sector.

Communication and Team work:

- Excellent communication skills, both written and oral.

- Proactive and resourceful with the ability to work on your own initiative.

- A working knowledge of Word and Excel, and internet programmes.

- Ability to work in a team.

- Highly organised and methodical in approach to work.

Personal:

- Ability to work some irregular hours including weekends on occasions.
Desirable:

- Degree level qualification in related field.
- Training or relevant experience within the field of Family Support Working and Practice.
- Experience of attending multi-agency meetings for families such as ‘Child in Need’ or ‘Section 47’ child protection meetings.
- Relevant Special Educational Needs training. E.g. Experience of being a SENDco.
- Sign language.
- Use of data bases.
- Access to a car.