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| **Job Pack: Lead Practitioner – Social Care Adviser for London** Thank you for your interest in working for Contact. The job pack consists of the following documents:* Guidance Notes
* Job Benefits Details
* Equal Opportunities Monitoring Form
* About Contact and the Role
* Job Description/Person Specification

The closing date for applications is: Monday 18th SeptemberInterviews will be held week on Thursday 21st September **Please return a completed application form along with an equal opportunities monitoring form by the date stated above.**  It would be really helpful if you could save your documents in the following format ‘*yoursurname*appform.doc’ and ‘*yoursurname*equalopps.doc’.  This is so that we can identify them easily in a group of applications and cut down on the processing time in sending them to the panel.  If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.Completed applications should be emailed to: recruitment@contact.org.uk or sent by post to: HR RecruitmentContactUnit G.07Wenlock Studios50–52 Wharf RoadLondon, N1 7EU |

**Guidance Notes for Applicants**

**Filling in the application form**

* Please complete all parts of the application form. (**CVs will not be accepted in place of an application form).**
* Show clearly how your experience, knowledge, skills, and abilities are relevant to the requirements of the person specification.
* Give full details of your duties in your present or most recent job. This may be a voluntary role. Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
* Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
* Check the closing date to allow time for your application to reach us.
* We suggest you keep a copy of your completed application.
* Contact does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

**Short-listing**

When short-listing we will be looking for evidence that you have the knowledge, experience, skills, and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed. The short-listing panel will not have access to the monitoring details you provide.

**Disabled candidates**

Contact welcomes applications from disabled candidates. Please make us aware of any reasonable adjustments we may need to make for you as a disabled person and particularly address any special requirements you may have if you are invited for interview.

**Equal Opportunities Monitoring**

For statistical purposes please complete and return the monitoring form. As stated above the form will be detached from your application form before the short-listing exercise.

**Criminal Record Declaration and the Criminal Records Bureau & Central Registered Body in Scotland Disclosure Service**

The declaration must be completed. Contact is an organisation that provides services for families of children with disability. You will appreciate therefore, that Contact must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve contact with children or supervise those who have contact with children, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children. Seeking this information is not, in anyway, to reflect upon applicants’ integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

If you wish to check any aspect of this, further details are available on the DBS website www.dbs.gov.uk or their DBS information line 0870 909 0811. The declaration form is not part of the short-listing process

**We aim to make the application process as straightforward as possible. If you have any further questions regarding your application, the Disclosure or monitoring processes, or require any further general guidance or information about Contact please contact a member of our Human Resources Department 020 7608 8766 or email** **recruitment@contact.org.uk**

Thank you for applying to Contact.

**Job** **Benefits Details**

**Contract**

* Fixed term until 31st March 2025

**Salary**

* £36680 pro rata. Scale point 32. Incremental progress, where appropriate occurs on the yearly anniversary of the start date.

**Annual Leave**

* 25 days pro rata per annum plus one extra day for each completed year of service up to a maximum of 30 days after five years’ service. Holiday year runs January – December. Bank holidays.

**Concession Leave**

* 3 days a year for the period of office closure between Christmas and New Year. Pro rata for part time employees.

**Hours of Work**

* 28 hours per week. Normal office hours are observed but flexibility can be arranged in most areas of work. Family Friendly and Work Life Balance policies are observed.

**Pension Scheme**

* Auto-enrolment pension scheme. Matched contribution rate for employee and employer of up to 5%.

**Employee Assistance Programme**

* Covering employees and their families, a full EAP free counselling service is provided through Health Assured.

**Season Ticket Loan**

* Yearly season ticket purchase available after six months satisfactory service, repayable over a ten-month period.

**Cycle to work scheme**

* Available after six months satisfactory service, repayable over 12 months.

**Contact**

**Equal Opportunity Monitoring Form**

The completion of this form is voluntary, but the information it contains helps us to monitor and improve our equal opportunities policies and procedures. **This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.**

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| 1. **Full Name:**
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| 1. **Job Applied For:**
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| 1. **Date of Birth**
 | 1. **Marital Status**
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| **5. Gender: Male / Female / other** **(delete as appropriate)** | **6. Nationality:** |

**7. I belong to the following ethnic grouping: (tick as appropriate)**

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|  **A: White**A1: BritishA2: IrishA3: Any other white background (please specify) | **B: Of Mixed Race:**B1: White and Black CaribbeanB2: White and Black AfricanB3: White and Asian B4: Any other mixed background (please specify) |
| **C: Asian or Asian British:**E1: Indian E2: PakistaniE3: BangladeshiE4: Any other Asian background (please specify) | **D: Black or Black British:**D1: CaribbeanD2: AfricanD3: Any other black background (please specify) |
| **E: Chinese:** |  **F: Any other ethnic group** (please specify) |

Please note that Contact is committed to making reasonable adjustments to allow candidates with a disability to meet the requirements of the role.

**8.** Do you consider yourself to have a disability? Yes / No

1. Do you have any disability for which special arrangements should be made, either in an

Interviewor employment situation? If so, please specifythe nature of the disability and your requirements:

**10.** Are you a carer of a child under the age of 18: Yes / No

I understand that this information may be stored and processed as part of the Contact Monitoring of equal opportunities, and I give my consent to my details to be used for this purpose.

**Signed: ……………………………………………. Date: ……………………………………**

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| August 2022 |
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**About Contact and the Role**

**About Contact**

**Contact** is a UK-wide registered charity, established in 1979 to support families whose children have a disability. Contact improves the lives of all families with disabled children. With them, we transform their lives, break down barriers and tackle disadvantage through ambitious, collaborative, and innovative work. We make a real and lasting impact and are a force for positive change.

Contact has a head office in Central London, local project offices in some London boroughs and home-based staff and volunteers across the UK.

[**Our national advice, information, and support service**](https://contact.org.uk/advice-and-support/)
Contact has a range of advice and information resources, and digital content including education, benefits and finances, childcare, social care, diagnosis, medical information and more.

[**Our helpline**](https://contact.org.uk/advice-and-support/our-helpline/)Contact provides afree national helpline for parents of disabled children offering advice and information on the issues affecting their daily lives.

[**Our national programmes**](https://contact.org.uk/advice-and-support/local-support/our-programmes/)
Contact runs a range of programmes across the UK, including information sessions, workshops, drop-ins in hospitals and parenting courses.

[**The Fledglings shop**](https://fledglings.org.uk/)
Our Fledglings shop sells toys, clothing and sensory products that make life a bit easier for parents and more fulfilling for their child.

[**Campaigns & research**](https://contact.org.uk/get-involved/campaigning/)
Contact campaigns with families to remove the barriers they face every day and conduct research, so we understand the scale of the issues families face.

[**Parent carer participation**](https://contact.org.uk/what-we-do/parent-carer-participation/)
Contact is the Department for Education's parent carer participation delivery partner in England, helping parents work together with professionals to make improvements to local services

**About the Role**

The role sits within our London Family Support team. We have a number of London offices supporting families living in the boroughs of Lambeth, Lewisham, Ealing, Hounslow and Hammersmith and Fulham and Wandsworth. Each London team offers community-based information, advice and holistic, in-depth family support to parent-carers of children with disabilities, as well as providing information workshops, and social opportunities for peer support. Our London offices hold the Advice Quality Standard. We also offer family support in London hospitals (GOSH and Evelina) and patient accommodation locations.

Families with disabled children have suffered greatly throughout the pandemic - isolation, health vulnerabilities, and lack of access to services put intense pressures on families. Contact has been supporting throughout these years and is still here as families continue to struggle with the cost of living crisis. This new role has been created with the support and guidance of our Board of Trustees, in response to increased complexity of need and distress faced by families. It is part of Contact’s organisational strategy to enhance and expand our offer of support in response to the complex pressures being faced by families.

The new role of lead practitioner for social care is an exciting opportunity for an experienced professional to shape a new service. You will provide direct support to families and to advice-giving colleagues, so that families can make progress in resolving with social care problems they face, and enhancing the skills and knowledge of within Contact. The post-holder will help to define the scope of the service and referral criteria, as well as hold a small caseload and develop our one-to-many workshop/information offer, and inform our understanding of and response to the complex needs faced by families.

We’d like to hear from you if….

* You have solid working knowledge of social care legislation relating to children and young people with disabilities in England
* You’ve been involved in or have worked in an advice-giving capacity in this area
* You are able to work face to face in variety of locations across London
* You’ve worked in or with local authorities or health providers
* You work with integrity and a deep respect for families and ensure that their voices are heard and responded to
* If you are skilled in co-production and partnership working
* You have a passion for fairness and equality of access
* You work confidently and respectfully with families from all backgrounds
* You like to find solutions and new ways of doing things

**Job Description**

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| **Job Title:** |  **Lead Practitioner – Social Care Parent Adviser**  |
| **Responsible To:** |  Head of Family Support – London and Hospitals  |
| **Team Membership:** | Family Support London |
| **Location:** | Contact’s London offices and home (Our family support offices in Lewisham, Ealing, Southall, Lambeth and Wandsworth) with some home working or head office (N1) work |
| **Salary:** |  £36,680 Pro- rata (including London weighting) |
| **Hours of work:** | 28 |
| **Purpose** | Develop and deliver a new social care advice service to support families of disabled children living in London, so that families can make progress in resolving social care support issuesProvide in-depth advice to individual families where social care advice needs are complex, supplementing the services and expertise of London offices’ family support teams. Advice will cover topics such as, preparing for adulthood, independent living, direct payments, short breaks and children/young people’s social care assessments, and rights to appeal As lead practitioner, develop materials and knowledge transfer to enhance the skills of London and wider family support and helpline colleagues in giving high quality advice about social care for families of disabled children and young people, utilising and building on existing resourcesDesign service scope, delivery model (including referral process) and co-design and implement monitoring processes (including database recording) to maximise reach, impact and effectiveness of the service and potential for future funding Contribute to Contact’s understanding of drivers of complexity of need in families and our response to support thisPlan the programme’s activities |
| **Liaising with** | * Head of Family Support for London and Hospitals
* London Managers
* Family Support colleagues in London offices and hospitals
* Helpline & Family Finance team colleagues
* Family Support Consultants
* Facilities colleagues & IT providers
* Monitoring, Evaluation and Data colleagues
* Marketing and communications team
* Other colleagues across Contact
* Other external services including London-based Children with Disabilities teams and Transition teams
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|  **Main Duties**  | * Design the service including family referral criteria in consultation with managers of London services and M&E colleagues
* Provide in-depth, rights-based one-to-one advice for families with disabled/young people relating to entitlements to social care services and including topics around, *eg* social care assessments, short breaks, preparing for adulthood; independent living, direct payments, personal assistants, and carers assessments, and other related topics, helping families make progress with resolving difficulties
* Managing a small caseload of families
* Work with Head of Monitoring and Evaluation to implement evaluation criteria for this work
* Entering all activity into Contact’s CRM database
* With support from local London offices, develop links with local social care professionals eg Children with Disabilities and Transitions teams
* Deliver in-person and on-line drop-ins and advice clinics at Contact’s London offices and pan-London , including follow-up case work
* Develop and deliver social care information workshops to families – and training others so that this content can be confidently delivered by others
* Support family work colleagues in London as well as throughout the organisation (hospitals, helpline etc) to increase skills and confidence in social care advice-giving
* Ensure all practice, advice and processes are consistent with Advice Quality Standards requirements
* Identify potential issues for campaigns and challenges to improve services and entitlement
* Be committed to safeguarding children, young people and adults, ensuring you remain up to date on Contacts safeguarding policies and procedures
* Collaborate with parent, carers and service users on the development of the service
* Comply with data protection legislation and act responsibly on matters of data disclosure, both internally and to third parties
* Work effectively with colleagues to achieve the aims and objectives of the charity

**Other*** Supporting other elements of the work programme within the project
* Any other reasonable duties as considered required for the role.
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| **General** | 1. Contact’s aims and objectives are set out in our current strategic plan. Operating policies such as Equal Opportunities, Health and Safety and other professional matters are laid out in the staff handbook. The post-holder will be expected to work within these aims, policies and procedures.
2. The post-holder will be expected to assist with any reasonable administrative duty at the request of the line manager of the post.
3. All members of staff are expected to participate in team meetings. Staff are also expected to attend training events relevant to their specific responsibilities.
4. All staff are offered and expected to take up supervision, support and annual appraisal incorporating their training and personal development needs.

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| This is a description of the job as it currently stands. It is the practice of the organisation to periodically examine job descriptions (especially during the appraisal process) and to update them to ensure that they relate to the role as it is being performed, or to incorporate whatever changes are being proposed. This process is generally carried out at supervision or appraisal meetings |

**Person Specification**

The person appointed will be expected to have the key essential skills, knowledge and experience listed below. Please refer to Contact’s Values Framework and select around three statements that best describe the essential behaviour. Items under the heading ‘desirable attributes’ will also be useful for Contact and the post holder. However, candidates who do not have these desirable attributes should not be deterred from submitting an application.

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| **Person specification – Lead Practitioner Social Care Adviser** |
| **Our Values** | **Families at Our Heart*** I work with a deep respect for families, doing what I can to boost families’ self-belief and empower them
* I work tenaciously to understand the issues families face so that my work enables and supports colleagues in family facing roles
* I instil a strong culture of families of being at the heart of my teams’ work

**Trusted*** I am non-judgemental when working with others and stay focused on respecting what they bring, and the skills they offer
* I persist in the face of challenges, stay focused on my responsibilities and commitments, and the need to keep others aware of any issues
* I look for opportunities to build trust with families, colleagues, and partners by being open, honest, and compassionate

 **Empowered*** I am not afraid of managing conflicting views and can work proactively to find constructive ways forward
* I work inclusively with colleagues, partners and families, whilst balancing deadlines, to drive things forward and get things done
* When I engage others in taking positive action, I focus on the bigger picture, on the ‘right thing to do,’ and what we can achieve together

**Bold*** When things feel unclear or complex, I take steps to check my understanding and to get the clarity I need to take action.
* I am confident to work with some ambiguity and can use creativity and initiative to identify positive actions I can take

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| **Essential skills, knowledge and experience** | * Practical working knowledge of relevant legislation and policy issues including Children Act, CSDPA such as Children and Families Act 2014, Care Act
* Experience of working with and supporting families who have disabled children, and in particular, giving advice and presentations on social care rights and entitlements
* Ability to communicate clearly with a wide range of people including parents, children, social workers, health professionals and colleagues from other voluntary and statutory organisations. To be responsive to the needs of families
* from BAME and immigrant communities living in London, including supporting those with no recourse to public funds or other vulnerabilities

Commitment to equal opportunity, reflective and inclusive practice. * Self-motivated and flexible. The person appointed will often be working on their own initiative and will need to feel comfortable with this.

Ability to communicate clearly with a wide range of people including parents, children, social workers, health professionals and colleagues from other voluntary and statutory organisations. Experience of partnership working with other voluntary and statutory agencies. * Experience of developing and delivering training programmes and resources
* Knowledge and experience of current best practice in advice giving, including quality standards
* Understanding the benefits of Co-Production and parent engagement in the development of services
* Ability to work collaboratively with colleagues to influence practice and share expertise
* Ability to produce reports and management information to various audiences
* Excellent IT skills, including experience with CRM database record-keeping, management of online meetings through Zoom, Teams etc
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| **Desirable skills, knowledge and experience** | Experience of monitoring and evaluation processes* Experience of reflective practice methods
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