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| **Job Pack:** Parent Adviser – By Your Side Project, 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**: 9am on Friday the 10 May 2024**  Interviews will be held on:  **Wednesday 15 May 2024**  **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](mailto:recruitment@contact.org.uk) |

**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**](mailto:recruitment@contact.org.uk)

Thank you for applying to Contact.

**Job** **Benefits Details**

**Contract**

* 1-year fixed term, with possibility of extension

**Salary**

* £33,694 - £36,941 pro rata per annum, including London weighting. Actual salary £12,636 – £13, 853 per annum

**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.

**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**

* 17.5 hours a week, term time only.
* Mix of home based/office based and hospital based.
* 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.

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

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

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| **A: White**  A1: British  A2: Irish  A3: Any other white background (please specify) | **B: Of Mixed Race:**  B1: White and Black Caribbean  B2: White and Black African  B3: White and Asian  B4: Any other mixed background (please specify) |
| **C: Asian or Asian British:**  E1: Indian  E2: Pakistani  E3: Bangladeshi  E4: Any other Asian background (please specify) | **D: Black or Black British:**  D1: Caribbean  D2: African  D3: 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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| **Re: xxxxx** |
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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**

**Job Description**

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| **Job Title:** | Parent Adviser – By Your Side Project, London |
| **Responsible To:** | Senior Parent Adviser/ London Family Support Projects Manager |
| **Department and**  **Location:** | Family Support |
| **Salary Scale:** | £ 33,694 - £36,941 pro rata, including London weighting.  Actual salary £12,636 – £13, 853 |
| **Hours of Work** | 17.5 hours per week. Term time only.  Hybrid working - one day a week in hospital, regular days in the central London office and home based. |
| **Annual leave entitlement:** | 5 weeks a year plus one day for each additional year served up to a maximum of 6 weeks (pro rata for part-time employees |
| **Main Duties** | 1. To work with families with disabled children using Great Ormond Street Hospital and The Evelina Children’s Hospital,providing in-person information, advice and support around issues faced by families with children with disabilities. 2. To support parentsto develop the skills, knowledge, and confidence to make decisions which are right for their families. 3. To build strong relationships with hospital partners, funders, Contact volunteers and voluntary sector partners. 4. Focus on developing and enhancing our work with hospitals, aiming to reach more families early in their journey with their child’s disability. |
| **Cross functional duties:** | 1. Work in partnership with health, local government, and voluntary agencies to ensure those families’ social, emotional, and practical needs are recognised and responded to wherever possible. 2. Work with the By Your Side team to seek ways to improve partnership working with other agencies and hospitals to provide a seamless and co-ordinated service to children and families. 3. Contribute to representing Contact’s work in the hospitals at a strategic level, where appropriate. 4. To work with colleagues to produce appropriate information and publicity materials for families and professionals. 5. Participate in forums and meetings that operate within Contact, and Children’s Hospital’s to utilise resources available across the organisation as appropriate. 6. Keep up to date with relevant new developments, policies, and guidance. 7. To support and participate in events and activities as appropriate. |
| **General duties** | 1. To work with parents of disabled children using Great Ormond Street Hospital and The Evelina Children’s Hospital, to provide information advice and support to meet their need. 2. Provide in-person drop-in information services for parents of disabled children who attend Great Ormond Street Hospital and The Evelina Children’s Hospital (nb the specific hospitals/locations may change as the project develops). 3. The service is in-person, with additional online support. 4. Ensure the provision of good quality information and support to parents and professionals working with families. 5. Respond to enquiries via phone, social media, email and through the drop-in service for information and advice from parents, signposting on to other organisations where appropriate. 6. Work in collaboration with hospital and hospices staff, and colleagues in other By Your Side services (e.g., Midlands, North East and Scotland) to continuously promote and improve the By Your Side service for families, developing and growing a network of partners 7. Actively gather information on local services and explore the most effect ways to disseminate this across the designated location(s). 8. Deliver and contribute to the design of information workshops (delivered face to face or virtually) to parents and professionals. 9. Maintain accurate up to date records of work. 10. Participate in external family and information events to promote the work of Contact. 11. Monitor and evaluate the impact of the service using the common outcomes framework and use this information to inform the development of the work. |

**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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| **Job Title:** | Parent Adviser – By Your Side Project, London |
| **Person Specification**  **Essential skills, knowledge, and experience**   * Experience of working with, and supporting, families who have disabled children. * Good listening skills and empathy skills, and an ability to deal with situations calmly and sensitively. * Knowledge and experience of the issues and concerns that affect families who have disabled children e.g., Benefits, social care, education, and short breaks. * Ability to plan and deliver drop-ins, workshops and disseminate information for parents and professionals. * Experience of delivering training or workshops to groups. * Knowledge of current initiatives, rights, and legislation relevant to disabled children and parent carers. * Ability to communicate clearly with a wide range of people including parents, social workers, health professionals and colleagues from other voluntary and statutory organisations. * Experience of working closely with colleagues from other organisations in both voluntary and statutory sectors. * Willingness to work in collaboration with colleagues across the organisation and area to improve how services are designed and delivered to support families. * Good organisational and administrative skills e.g., word processing, short report writing, evaluation, monitoring and diary planning. * Commitment to Equal Opportunity practice and Safeguarding. * Ability to be proactive and to work on own initiative and as part of a team. * Ability to travel within region and occasional attend organisational wide meetings in London or other locations. * Ability to work occasional out of office hours such as evening and weekend events.   **Desirable skills, knowledge, and experience**   * Knowledge of Great Ormond Street Hospital, The Evelina Children’s Hospital and statutory and voluntary support services for families. * Experience of developing or supporting support groups and group work activities. * Experience of working with hospitals * Knowledge and experience of raising a disabled child. * A lived experience of disability. | |
| **Contact 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 help build families’ knowledge through the support and advice I give, so they have the confidence to make the right decisions for themselves.   **Trusted**   * I look for opportunities to build trust with families, colleagues, and partners by being open, honest, and compassionate.   **Empowered**   * I work inclusively with colleagues, partners and families, whilst balancing deadlines, to drive things forward and get things done.   **Bold**   * I am confident to work with some ambiguity and can use creativity and initiative to identify positive actions I can take. |

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. You will therefore be expected to participate fully in such discussions with your line manager and to help rewrite your job description to bring it up to date if this is considered necessary or desirable. It is the organisation's aim to reach agreement on reasonable changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description after full consultation with you.