

Family Support Worker



Centre for ADHD & Autism Support

2nd Floor, Television House, 269 Field End Road, Eastcote, HA4 9XA

Registered Charity Number 1193799

Job Description

Job Title: Family Support Worker

Terms: 35 hours per week, with potential for reduced hours in the school holiday weeks.

1-year Fixed Term Contract, potential to extend.

CAAS operates an agile working policy, and your work pattern will be agreed in accordance with this.

Most work will take place within the 9am-4pm working day, but some reasonable level of evening and weekend work will be required (e.g. a fortnightly early evening group, a monthly Saturday morning group, and two annual evening workshop courses lasting 6-8 weeks).

The hours/days you work may differ slightly each week, depending on the specific work that is being undertaken, but your work pattern will be agreed in advance with you, and steps taken to accommodate your requests.

Salary: c£33,000 FTE depending on experience. Part time and annualised contracts available, so salary will be pro-rata'd accordingly.

Accountability: _____ Reports to Family Services Manager

Location: Our offices are based at Television House, 269 Field End Road, Eastcote, HA4, but we work across the eight London boroughs of NW London, and as such, any project locations within those boroughs will be included within your normal place of work, and you will be expected to travel to them to deliver services as required by our clients/funders.

There is some potential for home working, in line with our agile working policy

Job Summary

CAAS provide an ADHD and Autism Support Service for the 8 boroughs of NW London, from our base in Eastcote, with a team of Support Workers. Our work includes offering information, advice, and support to ADHD / autistic people, their families, and professionals in NW London, with the aim of improving quality of life and developing neurodiverse-aware communities. Some of the support is offered through one2one meetings, some of the support is provided through groups

and courses which aim to increase understanding and awareness, and provide opportunities for peer support, and some of the support is offered through training and workshops to educate professionals and aims for accommodations to be made to services to allow greater access for our client group.

In this role, you will join the CAAS established family support team as they seek to support, educate and empower ADHD/autistic individuals, their families and the community in which they live. The Family Support Worker will offer specialist advice and support to families of children and young people with a diagnosis/suspected diagnosis of ADHD or autism, with the aim of improving quality of life. They will signpost to other services where appropriate and be involved in facilitating courses at CAAS. They will work with professionals to share best practice and appropriate reasonable adjustments, as well as deliver training to develop autism-aware communities.

The role requires passion for supporting the families of neurodivergent children, strong organisation skills and excellent communication skills.

CAAS seeks to ensure our support is offered by peer support workers who fully understand our clients, as we know that lived experience as a parent or carer of an ADHD/autistic child is invaluable in providing empathetic and effective support. As such, applicants who have such experience will be prioritised.

Key Responsibilities – Direct Support for Families

Providing individualised support

- Offer one to one support as requested by families and professional agencies to further our clients understanding of conditions and to help build a toolbox to support their children to thrive.
- Attend or support with preparation for meetings with schools/health/social services to provide specialist advice and support for families to advocate for themselves.
- Promoting partnership working between families, schools, health and social services.
- Diligently record actions and monitor client progress using live reporting software, and assess risk and accommodation needs of the clients, to support their individual needs and protect them.
- Promote CAAS parenting resources, both in person and online.
- Develop knowledge and relationships of regional voluntary and statutory organisations and be able to signpost families to local agencies as necessary.

Facilitate our Drop-In Support Groups

Our drop-in support service is the bedrock of our family support work, and we have offered drop-in support sessions for parents for over 20 years.

Our drop-in support service has grown in the last year, and now encompasses daytime and evening groups, both in our centre, in NWL boroughs and online, during the working day and in the evenings. You will act as a facilitator in drop-in , providing ADHD/autism specialist advice to families, signposting the range of services available locally, and encouraging peer to peer support.

Facilitation of Parenting Courses and Workshop Courses

CAAS offers specialist parenting courses, including Understanding ADHD, Understanding Autism, Calm count down and ADHD & Autism Parenting Boost as in-house 6-week long courses, at varying times of the day, including in the evening.

We are also deliver a range of 8 week 'Understanding' workshops, which will be delivered as online courses, again at various times of the day, including in the evenings, to best suit client demand.

The FSW will be expected to deliver up to three courses each year, including at least one of the evening courses. Dates will be agreed well in advance. The total hours per week will stay consistent, with the agile working policy being used to flex when the hours are worked to accommodate the necessary course delivery each week (e.g. if you are delivering an evening course, you will be able to start work later or work a shorter day on another day to accommodate).

Facilitation of Youth Social Groups

CAAS offers a wide range of social groups for young people. These could be at our centre, online or in other NWL locations. These are generally held in the early evening or on a Saturday.

The FSW will be expected to facilitate a range of youth groups each month, so will need to be available for reasonable evening/Saturday work accordingly. Dates will be agreed well in advance. The total hours per week will stay consistent, with the agile working policy being used to flex when the hours are worked, to accommodate the necessary group delivery each week (e.g. if you are delivering an evening group, you will be able to start work later or work a shorter day on another day to accommodate).

Facilitating Workshops/ Webinars and Training

The FSW will be expected to deliver training or workshops/webinars to clients, and to professionals in schools, education settings and the community as required by our services needs.

Sleep work

CAAS offers a sleep service for parents and carers of children with ADHD and ASD or suspected ADHD or ASD. As part of the FSW role you will be expected deliver the sleep services to these groups. Training will be provided if appropriate qualifications are not currently held.

Front of house support and referrals process

FSW will be expected to answer both written and telephone enquiries from members of the public about CAAS services, with a warm and welcoming style, so clients feel comfortable to attend our services.

FSW will be expected to welcome visitors to the centre and provide information about CAAS and local services accordingly. FSW are to manage the referral process, including maintaining records on the internal Client Management system, triaging eligibility, and liaising with referring agencies or introductory staff members.

CAAS offers a wide range of family services, so FSW will be expected to proactively support clients in accessing the appropriate services and provide consistent follow-up and communication.

Other Responsibilities

Wider support

The FSW will be expected to contribute to the support and empowerment of young ADHD and autistic people and their families in a range of other ways, such as:

- Build networks within and across the CAAS team, to share best practice and develop projects that best support the children and families we support.
- Keep abreast of national and local trends and developments affecting ADHD and autistic children and their families and identify opportunities to promote awareness of their needs and the development of appropriate services and support.

Organisational

- To create resources and content to be used within our family services
- To provide written reports as required by professional agencies and CAAS.
- Assist in promoting the organisation's services.
- Attend regular supervision and training sessions.
- To ensure the monitoring requirements for the project are met.
- To provide regular progress reports to the Family Service Manager.
- Daily update and management of case work, including the online case management system
- To comply with such policies/procedures, guidelines and codes of practice as laid down by CAAS and the Law.

Other Responsibilities

To carry out other tasks appropriate to the post and as agreed with your Line Manager, Service Manager, Director of Services and the CEO.

To actively participate in and undertake training and development of self and others.

Please note job descriptions only reflect 80% of a role and are not an exhaustive list of duties. You are expected to carry out other activities that are within the scope of the role.

Person Specification - Essential

- Knowledge of ADHD/autism and how families can support their young people.
- Experience in working with and providing support to families/parents.
- Ability to build good working relationships with families who may find it difficult to access support.
- Experience/knowledge of the challenges facing neurodiverse children and young people, and their families.
- Knowledge/awareness of reasonable adjustments, strategies, and coping mechanisms to support the needs of neurodiverse children.
- Ability to provide reliable support to families and other adults surrounding a child, and to act with integrity in times of stress.
- Clear communication skills and an ability to represent the organisation internally and externally.

- Strong organisational skills with great time management. There is a heavy demand for the personal organisation of your workload and managing appointments, and you will need to be able to manage a diverse workload with competing demands.
- Ability to develop relationships with relevant statutory and voluntary sector bodies.
- Ability to develop professional relationships with schools, local authorities, and other partner organisations.
- Experience in safeguarding children, data protection, equal opportunities and diversity legislation and best practice.
- Ability to monitor and evaluate work.
- Good oral and written skills and the ability to write and present clear and comprehensive reports.
- Computer Software Skilled and confident (much of the work is managed via technology and computers)

Person Specification - Desirable

- Lived experience as a parent or carer of an ADHD/autistic child.
- Experience in working with and providing support to young people.
- Qualified facilitator / demonstratable experience in facilitating groups and delivering training.
- Voluntary Sector Experience.
- Counselling or coaching skills.
- Knowledge of SEN / Social Care Legislation.
- Experience of delivering a sleep service or appropriate training in sleep.

Equal Opportunities

CAAS recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

We also recognise the value of flexible working, so will consider different types of flexibility (such as term time, annualised or compressed hours, and a minimum requirement of 60% working in the office for all staff), as well as the possibility of offering the role on a job share basis.

CAAS is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will be required to undergo an enhanced DBS disclosure.