



Life is precious

Providing help and support to special children and their families in the North-east

## Application Pack

### Child and Family Support Worker



A Charity Registered in Scotland SC042643

A Charitable Company Limited by Guarantee Registered in Scotland SC465466

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38 Albyn Place, Aberdeen, AB10 1YN

www.charliehouse.org.uk  
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Life is precious

November 2017

Dear Applicant,

**Child and Family Support Worker**

Thank you for your interest in the above role.

Charlie House is a locally based children's charity which engages in activities and projects to support children with complex disabilities and life limiting conditions and their families in North-east Scotland. The charity currently provides a monthly Activity Club, regular activities for siblings and parent carer groups. Since 2014, we have also provided an annual Activity Short Break for families.

*Recent research has shown that the number of children and young people with a life-limiting condition in Scotland has increased by 50% over the last 10 years. There are at least 1500 children and young people in the North-east with a life limiting condition and we want to be there for every one of them.*

Our first Community Nurse is in post and we are very excited to develop the Community Support Team going forward. The team will provide practical and emotional support to children with a life-limiting condition from diagnosis, helping them transition home from a long hospital stay and support the child and family throughout their life journey. The team will be working in partnership with staff at the Royal Aberdeen Children's Hospital and other NHS services across Grampian.

Our existing Activities Club, Siblings Club, Parent/Carer Club and annual trip for families to Kielder are already very well attended but our aim is to have more opportunities, emotional support and choices for our families.

This is a new post and is crucial for the ongoing development of our very special charity. As already mentioned we are looking to expand and enhance our existing services but also looking at our long term goal of moving to our specialist care and support centre in Aberdeen. We are looking for someone who is as passionate and enthusiastic as we are about helping these very special children live life to the full. If you feel that you can help us to deliver our goals, we look forward to receiving your application.

Kindest Regards,

**Sorcha**

Dr. Sorcha Hume MBChB MInstF(Dip)

General Manager

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Registered Office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA



## About Charlie House

Grampian Children's Respite Care was established in late 2010 to address the identified difficulties in accessing appropriate care and support for children and young people with complex needs, and their families, in the North-east of Scotland. The charity was launched officially in January 2013 after securing charity registration and the support of NHS Grampian and Social Care professionals in the area for our proposed projects.

In the very early days we commissioned research into caring for a child with a disability. The Carers Report highlighted the difficulties of caring for a child with a disability and the impact on finance, relationships, health and well-being of the whole family. This report echoed many other studies conducted both in Scotland and across the UK by charities such as Carers UK and Shared Care Scotland. It is widely accepted that supporting carers with their caring role means that they can care better for longer and improve the well-being of the whole family.

Children with complex disabilities, and/or life-limiting conditions, more often than not, experience a degree of social exclusion as they are not able to take part in everyday activities that others their age can. They have limited opportunities for making friends, enjoying activities and having fun. The whole family becomes more socially isolated than most and are often dealing with stressful caring situations without access to appropriate support.

## Our Purpose and Vision

The charity is known publicly as Charlie House; its purpose is to engage in activities and projects to support children with complex disabilities and life limiting conditions and their families in North-east Scotland.

Our vision is that all children with life limiting conditions in the North-East receive the necessary support they require from the very start of their life journey, including a smooth transition from hospital to home, receiving practical and emotional support for the whole family, enjoying activities, making memories and living life to the full.

Our mission is to improve life quality for children with life limiting conditions and their families in North-East Scotland.

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## Future Plans

In the short term, our plans are to expand the Activities Club, establish sibling and parent carer support groups and expand our community team. In the long term, we will be progressing our plans for a Specialist Care Centre in Aberdeen.

For more information on Charlie House visit our website [www.charliehouse.org.uk](http://www.charliehouse.org.uk), check out our Facebook page or follow us on Twitter @CharlieHouseHQ.

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## Role Profile

Position	Child and Family Support Worker
Type	Permanent
Hours	Full-time, 37.5 hours a week
Salary	Up to £34,000 related to experience
Location	Office based and in community
Reports to	General Manager
Responsible for	Volunteers
Role purpose	The Child and Family Support Worker will work alongside families to identify their needs and how best to provide information and practical support that will really make a difference to their lives. Emotional support is a key element that will be offered throughout, enabling families to talk about their fears and worries and empower them to make decisions about their child's care. The Child and Family Support Worker will work closely with the Community Team based in the Royal Aberdeen Children's Hospital and the Charlie House Activities Co-ordinator, to offer as full and varied a support system as possible. Support will be provided in the home, community or healthcare setting as appropriate.
Responsibilities	<ul style="list-style-type: none"> <li>• Meet with families on a one-to-one basis as and when necessary to provide emotional and practical support and signpost to other relevant organisations and individuals.</li> <li>• Develop and deliver groups for friendship, peer support and relaxation.</li> <li>• Communicate and liaise with health, social work and education colleagues to identify qualifying children and families.</li> <li>• Increase the number of families supported by Charlie House by delivering presentations to relevant groups and organisations within health and social care, education and the third sector.</li> <li>• Offer support to families on the Family Community Facebook group, update information &amp; events, moderate and monitor posts.</li> <li>• Supervise and support volunteers helping at Charlie House activities (to be supported by the Volunteer Co-ordinator when in post)</li> </ul>

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	<ul style="list-style-type: none"> <li>• Support and supervision of Charlie House Staff to maintain positive wellbeing and promote resilience in the workplace.</li> <li>• Contribute to the monitoring and evaluation of services as required.</li> <li>• Liaise closely with the Charlie House Community Team and Activities Co-ordinator to ensure joined up and effective team working.</li> </ul>
Key external contacts	<p>You will develop strong links with:</p> <ul style="list-style-type: none"> <li>• The charity's beneficiaries</li> <li>• Local service providers, charities and support agencies</li> <li>• Health, Social Work and Education professionals</li> </ul>
Key internal contacts	<p>You will work closely with the General Manager, Fundraising Team and Community Team to deliver targets developed in line with the Strategic Plan.</p>
Financial dimensions	<p>You will be responsible for providing support within a budget as set out in the Annual Budget.</p> <p>Produce accurate and timely reports for the General Manager and Board of Trustees.</p> <p>Ensure the accurate keeping of records.</p>
Other considerations	<p>Ensure regulatory compliance – with internal policy and procedure alongside external requirements e.g. health and safety, practices and policies.</p> <p>You may be required to travel throughout the North-east although expenses are covered and time off in lieu is given where possible and/or appropriate.</p>
Holiday entitlement	<p>25 days annually plus public holidays pro rata</p>

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## Person Specification

<p>Essential experience</p>	<ul style="list-style-type: none"> <li>• At least one years' experience in a similar role.</li> <li>• Experience of working with children with complex and multiple needs.</li> <li>• Experience of listening, advocacy, negotiation and communication with/for children, young people and families.</li> <li>• Experience of developing and delivering support on a one-to-one and group basis.</li> <li>• Experience of monitoring, reporting against plans and budgets.</li> <li>• Experience of multi-agency working.</li> <li>• Experience and knowledge of safeguarding practices and procedures.</li> </ul>
<p>Desirable skills &amp; abilities</p>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills.</li> <li>• Excellent collaborative and team working skills.</li> <li>• Organisation and problem-solving skills.</li> <li>• Flexibility and adaptability.</li> <li>• The ability to maintain expert knowledge of local services and provision.</li> <li>• The ability to build and maintain rapport with adults and children.</li> <li>• Calmness under pressure and when dealing with challenging situations.</li> <li>• A good understanding of the challenges faced by the families you help.</li> <li>• Resilience and the ability to cope with emotionally-draining and traumatic situations.</li> <li>• Commitment to making a positive difference to the lives of service users.</li> <li>• The ability to work independently and to deliver on targets.</li> <li>• Competent computer skills in order to record and maintain accurate data.</li> </ul>
<p>Qualifications</p>	<ul style="list-style-type: none"> <li>• Full UK driving licence</li> <li>• NVQ Level 3 in Childcare or related subject (desirable)</li> </ul>

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## Application Procedure

### How to apply

To apply for this post, please read the attached information, role and person specifications carefully. If you feel that your skills are suited to the needs of the role please send or email your CV, with two references, and a covering letter to include a statement identifying any relevant skills, experience and abilities that match the specifications required to:

tracy@charliehouse.org.uk or to:

Tracy Johnstone  
Charlie House  
38 Albyn Place  
Aberdeen  
AB10 1YN

The closing date for applications is **5pm on Thursday 14<sup>th</sup> December 2017.**

### Interviews

Interview dates have not yet been set, but are expected to be in **December 2017** and will take place in Aberdeen. Please indicate in your covering letter any dates that are unsuitable, we will try to accommodate these if your application to interview is successful.

### References

Please give the names and addresses of two people who can provide an assessment of your suitability for this post. **One should be your current or most recent employer.** References will not be taken up until the position is offered and accepted.

### Work Permit

If you require a work permit to work in the UK please inform us in your covering letter.

### Data Protection

All information provided will be kept in accordance with the requirements of the Data Protection Act.

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