



ZARACH JOB DESCRIPTION

FAMILY ENGAGEMENT OFFICER

WEST YORKSHIRE

FEBRUARY 2024

KEY INFORMATION

Salary	starting from £25,000 with progression up to £29,000
Hours	37.5 hours per week
Reporting to	Regional Family Engagement Manager
Holidays	36 days per annum (including Bank Holidays)
Location	West Yorkshire

MAIN AIMS OF THE ROLE

- Be a mission-driven and values-led member of Zarach's team, living, championing, and advocating for Zarach's work and families supported, internally and externally.
- Be a member of Zarach's Family Engagement Team, engaging and contributing to the achievement of the overall organisational plan, as well as that of your particular areas of work.
- Assist on managing the delivery of the agreed national Family Engagement model to ensure a high-quality and equitable service for all families within your area, within a framework that keeps all staff, volunteers, families, and other stakeholders safe within the region that you lead on. Reporting weekly to your Regional Family Engagement Manager
- Daily monitoring of the referral process and incoming referrals and allocating work load to volunteers.
- You will be the main point of contact for volunteers in your area and the Designated Safeguarding Leader. As part of this you will lead on the more in depth cases where a volunteer does not have capacity / experience.
- Making relevant referrals to partners and developing new regional partnerships. This also includes organising a market place in your regions once a year.

KEY DUTIES AND RESPONSIBILITIES

- **Assessing Family Needs:** Ensuring you and your team of volunteers review the referral process and forms required during home visits. This involves gathering information about their sleep patterns, sleep arrangements and bed requirements in the first visit inline with our mission. In the second visit this includes ensuring the beds are safely assembled and with the correct children, review of the sleep routine, circumstances, challenges, and strengths to determine the appropriate support and resources required. You and your team will decide if the family has met or unmet needs and place the relevant engagement plan in place.
- **Developing Engagement Plans / Signposting Opportunities:** Develop individualised engagement plans or signposting requirements dependent on the needs of the family. The majority of our families are already on a plan at school / social services so will just require signposting leaflets or Market Place invites. For families where they are enrolled at school and not attending or unwilling to engage with the plan at school the Officer's role is to oversee the Family Engagement Plan that the volunteer establishes with the family and signpost to relevant agencies that we are in partnership with. This may include attending meetings in schools to establish relationships and refer the plan back to school.
- **Providing Emotional Support:** A key objective is to offer emotional support to families who may be experiencing stress, trauma, or other emotional challenges. This involves actively listening, providing empathy, and connecting families to counselling services or support groups as needed
- **Designated Safeguarding Lead** - This role also requires you to be the main point of contact for the volunteers as a listening board and ensuring they have group supervision. You will report and liaise all Safeguarding Concerns to the Regional Manager who will have the main responsibility inline with our policies and procedures around safeguarding.
- **Connecting to Resources:** In relation to our baseline of Environment, Education, Economics and Emotional Wellbeing. Keeping the intervention registers up to date and all exit surveys.
- **Advocating for Families:** advocating for families and ensuring their rights are upheld especially in helping with the re-engagement of education. This involves working with other professionals, agencies, and organisations to address systemic barriers and promote positive outcomes for families or to assist the volunteer in this process.
- **Leading volunteers:** an integral part of this role is allocating workload to your designated volunteers. This includes scheduling and allocating families, managing workload, offering support and advice to the volunteer team under your remit.
- **Collaborating with partner agencies:** collaborate with various stakeholders, such as schools, social services agencies, healthcare providers, and community organisations. This collaboration helps ensure coordinated and holistic support for families, helps promote other agencies and will enable the market place to take place.
- **Monitoring and Evaluating Progress:** monitor and evaluate the progress of families in reaching their goals and accessing the support they need. This involves ensuring that relevant referrals have been made and the volunteers communicate this back to the families, tracking outcomes, and adjusting support plans as necessary for the Family .

This can be carried out by baselines and exit surveys. An element of this work is also ensuring the schools are sent relevant information in the email communication.

- **Promoting Self-Advocacy and Empowerment:** promote self-advocacy and empowerment among families. This involves fostering their confidence, providing them with tools and resources to navigate systems independently, and encouraging their active participation in decision-making processes.
- **Ensuring Confidentiality and Privacy:** maintain strict confidentiality and privacy standards to ensure that families feel safe and trust the support being provided. Your team will need to record information in line with our safeguarding and data protection policies and ensure referrers are kept up to date with the engagement plan.

GENERAL

- To be a champion and ambassador of the mission and values of Zarach in all aspects of work and in all interactions with Zarach stakeholders.
- Attend a monthly (or other agreed frequency) 1-1 meeting and annual appraisal with your line manager to support you in fulfilling your duties and responsibilities and in reviewing your progress against set objectives.
- Attend required meetings (internally and externally) that support the development of Zarach, its team, ways of working and relationships with stakeholders.
- Identify and attend training that will support you in the fulfilling your duties and responsibilities and professional development and in ensuring that Zarach meets legal and best practice standards.
- Follow all Zarach policies and procedures and terms of your contract.
- Undertake any other reasonable duties that supports the fulfilment of the main aims of this post and the ongoing development of Zarach.

ZARACH PERSON SPECIFICATION FAMILY ENGAGEMENT OFFICER

FEBRUARY 2024



CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Recognised qualification of NVQ Level 3 or above in relation to the field such as social care, education or health		Application Form and Documentary evidence
Skills	Communication and interpersonal skills: Strong communication skills to effectively interact with individuals and families in need. This includes active listening, empathy, and the ability to build rapport with diverse populations.		Application Form and interview

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Skills (continued)	<p>Case management skills: Experience in case management, including assessing needs, risk assessments, developing service engagement plans, and coordinating resources. This involves the ability to prioritise and manage multiple cases simultaneously. Excellent assessment, planning and record keeping skills.</p> <p>Cultural competence: A commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals in line with the Zarach Mission and Values.</p> <p>Problem-solving and advocacy skills: The ability to identify and address the needs and challenges faced by families. Including the need to advocate on behalf of families to access resources and services.</p> <p>I.T Skills: Confidence and competence in the use of I.T packages.</p>		Application Form and interview

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	<p>Experience in the field: Previous experience working in a social services, school setting or family engagement role or setting is highly beneficial. This could include experience in child and family services, community outreach, counselling, or similar roles in the form of working with vulnerable families.</p>	Multi-agency working	Application Form and interview
Knowledge	<p>Knowledge of relevant laws and regulations: Familiarity with national laws and regulations related to child welfare, family services, and safeguarding is important for ensuring compliance and providing accurate information to families.</p> <p>Knowledge of working with families with complex needs.</p> <p>Knowledge and awareness of resources for children and families within the locality.</p> <p>Knowledge of the education system in England.</p>		Application Form and interview

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Personal Attributes	<p>Work in line with Zarach's values, of being respectful, open, aspirational and collaborative.</p> <p>Lead through empathy and patience.</p> <p>Organised and proactive.</p> <p>Ability to remain calm under pressure and liaise with the Regional Manager on Safeguarding concerns.</p> <p>Flexible in their approach and showing cultural sensitivity at all times.</p> <p>Ability to network effectively</p> <p>A solution focused approach to overcoming difficulties in a rapidly changing environment.</p>		Application Form and interview
<p>A basic DBS check will be requested as part of the final stages of recruitment. Please email finance@zarach.org if you would like to see our DBS policy.</p>			