



FAMILY LINK WORKER

SALARY	£29,460- £31,909 (FTE) Band 4 Agenda for Change, Outer London. (Pay Award Pending)
LOCATION	Barnet (North London) and hybrid working available
HOURS	37.5 hours per week (Flexible working hours will be considered)
CONTRACT	Permanent
REPORTING TO	Family Link Manager

ABOUT NOAH'S ARK CHILDREN'S HOSPICE

Designed by families, for families, The Ark was opened in September 2019 by the Mayor of London. The grounds offer wheelchair accessible outdoor experiences, including a Woodland Walk through a 7-acre nature reserve, a hydrotherapy pool and overnight suites for families to be close to their loved ones. At The Ark we are able to provide Specialist Care and Nursing for babies, children and young people, supporting their full clinical, emotional, social and practical needs. We have created a space where children who are seriously unwell are accepted as they are, safe to play, explore, express themselves and build confidence.

Rated as 'Outstanding' by the Care Quality Commission, the charity has had a sustained period of growth over the last two years and we are looking for high quality employees to come and be a part of that success.

Our expert staff and trained volunteers provide clinical, emotional and practical support for families across North and Central London and Herts Valley. We carefully adapt our support for every child and offer it wherever it is required - whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.



JOB DESCRIPTION

We are seeking a passionate creative individual, with experience working with children and families to join our pivotal Family Link Team. As Family Link Worker, you will act as a link between families and the wider service provided by Noah's Ark, assessing their needs and introducing them to appropriate services. You will continue to support the family, as needed during their child's time with Noah's Ark and in some cases post bereavement.

ABOUT YOU

The ideal candidate will have experience of working with children and families with complex needs in a key worker or family support role. Experience of needs assessment and care planning would be beneficial.

You will enjoy working independently but also capable of effective team working, ideally with experience of inter-professional working across health, education and social care.

You will be familiar the needs of children with disabilities and complex needs, and have an understanding of the challenges facing families. You will have strong interpersonal skills, an enthusiastic work attitude and a flexible approach to the changing work environment.

A full driving licence and access to your own vehicle for business use is desirable to cover our wide geographical operating region.

Experience of bereavement work would be ideal, but is not essential, as training will be provided.

KEY TASKS & RESPONSIBILITIES OF THE ROLE

Visiting all the newly referred families to assess their needs and arrange for appropriate services to be delivered.

Maintaining a link with these families and offering practical and emotional support as needed.

Acting as key worker for a defined caseload, liaising with internal and external professionals as required.

Providing or arranging Welfare Rights advice and support in applying for benefits.

Acting as an advocate and signposting to other services as needed.

Contributing to the review of families' needs at least annually.

Maintaining an up to date knowledge of all aspects of palliative care, bereavement and safeguarding.

Attendance at regular Team Meetings

Participation in multi-disciplinary meetings with external professionals.

Developing and maintaining links with the services in the 5 North London boroughs and Herts Valley, and acting as a link to Noah's Ark for families referred from those areas.

Ensuring that records are up to date

Supporting families who are bereaved and helping to access services.



Participate in training as determined by the Family Link Team Manager

Support the facilitation of parents' groups, including groups and events for bereaved parents and siblings.

Participate in a 'duty' rota, to respond to family need within the hospice.

Any other duties as are within the scope, spirit and purpose of the job, as requested by the Family Link Team Manager or Senior Management.

SOME WORKING OUTSIDE OFFICE HOURS – EVENINGS AND WEEKENDS, AS REQUIRED BY THE SERVICE.

OTHER

Model the charity's values of Kindness, Excellence and Courage.

TRAINING

1. Employees are required to attend and complete mandatory and other training as required by their role and within training expiry time frames.
2. Employees must take the initiative to actively seek out training updates required for their role.
3. As appropriate to take part in supporting the development and training of colleagues, families and others.

MANDATORY CRITERIA

1. Noah's Ark Children's Hospice 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.
2. All employees will demonstrate commitment to and actively promote Noah's Ark's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.
3. All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.
4. You will be expected to comply with Health and Safety, Fire and Infection Control regulations and Hospice policies.
5. Confidentiality: Protect patient data and follow our Confidentiality policies & procedures at all times, both during employment and after the termination of employment.
6. Model the charity's values of Kindness, Excellence and Courage.

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	1. Educated to at least 'A' level standard (or equivalent)	1. Social Work or Health Care professional qualification.
SKILLS / KNOWLEDGE / EXPERIENCE	1. At least 2 years' professional experience of working with families of children with complex needs in a statutory or voluntary setting. Experience of acting as a key worker. 2. Knowledge of Child Protection and Safeguarding procedures with the ability to identify risk IT self-sufficient. 3. Experienced in assessment skills. 4. High degree of literacy and ability to write letters and reports. 5. 6.	1. Basic knowledge of resources for families of children with disabilities, such as benefit entitlement, housing, mobility issues. 2. Knowledge of the needs of lifelimited children and their families. Experience of working with bereaved parents. 3.
BEHAVIOURAL / PERSONAL	1. Excellent verbal communication and listening skills. 2. Excellent sensitive interpersonal skills. 3. Ability to work alone and within a Team 4. Ability to relate confidently to other professionals and network effectively 5. Ability to work with families in a non-judgmental and ant discriminatory manner. Ability to work under pressure and manage time effectively. 6. Ability to advocate for families in a holistic way. 7. Enthusiastic and confident approach to work	1. Experience in using a database.

<p>MISC</p>	<ol style="list-style-type: none"> 1. Some working outside office hours – evenings and weekends, as required by the service. 2. Enhanced Disclosure & Barring Service (DBS) check 3. Willing to undergo immunisation checks and immunisation where applicable 4. Provide evidence of right to work in UK 	<ol style="list-style-type: none"> 1. Valid driving license and access to car.
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CHARITY BENEFITS

ANNUAL LEAVE

25 days, rising by a day after each completed year up to 30 days. We offer the ability to buy or sell up to 5 days

SEASON TICKET LOAN

An interest-free loan is available to all staff to purchase their season ticket.

LEARNING AND DEVELOPMENT

Each employee receives suitable training and development opportunities

PENSION

Provided by Aviva, with employer contributions up to 6%. Nursing staff are offered the NHS pension.

FLEXIBLE WORKING

Flexible working opportunities are available to staff dependent on the charity's needs.

LIFE ASSURANCE

Staff will receive Life Assurance (Death in Service) provided by Canada Life Group Insurance. The benefit basis is 4x annual salary.

PAID MEMBERSHIP TO BLUE LIGHT CARD

Staff will receive a Blue Light card membership giving discounts to a number of well-known brands and stores.

BIKE2WORK AND ELECTRIC CAR SCHEME

Salary sacrifice scheme offering the opportunity to purchase a bike, electric car and accessories, with tax free payments spread over a period of time.

SUBSIDISED CAFÉ

Freshly prepared hot and cold meals provided at The Ark daily with food rated by the current staff as 'Excellent'.

STAFF REFERRAL SCHEME

Monetary incentive for staff when they successfully recommend a candidate for an open position.



HOW TO APPLY

The application form is available to download under the relevant vacancy at

<https://www.noahsarkhospice.org.uk/work-with-us>

If you would like to have a confidential discussion about this role, please email the HR Team at

hr@noahsarkhospice.org.uk or call 020 8449 8877.

**Please be aware that Noah's Ark has a PAT dog. Occasionally families may also bring their pets to The Ark.*

We can't wait to
hear from you!



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Barnet, London EN5 4NP
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noahsarkhospice.org.uk

Noah's Ark Hospice is a Company Limited
by Guarantee Registered in England
Company Registration No. 3901606
Registered Charity No. 1081156

OUR VALUES

Our values capture who we are, and what we expect from staff and volunteers. They are the 'Noah's Ark way', and are reflected in everything we do.

KINDNESS



- ☐ We show compassion and empathy in all our interactions
- ☐ We put the child and family at the heart of all we do
 - ☐ We are considerate: act thoughtfully and behave with integrity
 - ☐ We go above and beyond
 - ☐ We embrace diversity
 - ☐ We create precious moments for children and their families
 - ☐ We actively promote good mental health and look after our team
- ☐ We do not judge others for their differences

THE ARK



EXCELLENCE

- We are exacting and passionate about our mission
- ☐



Our expert and dedicated team is tenacious and solution focused



We are pioneering, creative and adaptable



We collaborate and build partnerships



We listen and learn




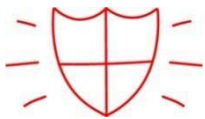
We are considered and reflective





We plan and grow responsively and responsibly



 We invest in our people



COURAGE

 We are strong and ambitious in all we do  We challenge the status quo, making bold decisions and thinking big.

 We help families and each other build resilience and aim to empower

 We act with candour and integrity

 We reach out to people in very difficult circumstances

 We do not shy away from making hard decisions or from challenging situations

 We are not afraid to ask for help



REMOVE BEFORE POSTING: Author: HR Team

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Approved by: HR Team