



# Kinship Experienced Training Facilitator

# What you need to know about this role:

<b>Job Title:</b>	Kinship Experienced Training Facilitator
<b>Responsible to:</b>	Training Facilitator Team Leader
<b>Contract:</b>	18 months fixed term with possibility of extension dependent on funding
<b>Location:</b>	Home-based or office-based (Vauxhall) with travel across England
<b>Working Hours:</b>	21 hours a week
<b>Salary:</b>	£28,000 per annum pro rata (plus £3,323 London weighting, if applicable)
<b>Closing Date:</b>	Wednesday 31 July, 9am
<b>First Interview:</b>	Wednesday 7 August (online)

## INFORMATION FOR APPLICANTS FOR THE POST OF KINSHIP EXPERIENCED TRAINING FACILIATOR

Thank you for your interest in the above role. This pack tells you more about the Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

### About Kinship:

Kinship is the leading kinship care charity in England and Wales. We offer kinship carers financial, legal, practical and emotional support and understanding from the moment they need it, for as long as they need it. Our expert advice, information and guidance helps with complicated and stressful decisions that so many kinship families have to make. We are always there to support them through challenging times and celebrate the good.

Kinship carers are strong and determined. Together, they are powerful. We help them build communities of support and action by connecting families locally and across England and Wales.

We are at the heart of kinship networks, partnering with and influencing service providers, local and national government and other organisations. We give everything we have to fight for each family and their rights, changing society until every kinship family is recognised, valued and supported.

Kinship care often begins in crisis. A child has parents who are unable to care for them, for whatever reason. It can be frightening, confusing and heart-breaking.

Instinctively, a loved one steps in – a grandparent, brother, sister, aunt, uncle or family friend. They are now a kinship carer, bringing up the children they love. There is often no chance to prepare. Plans may be pushed aside. Relationships, jobs and savings are frequently sacrificed.

It is life changing and challenging raising children who have been hurt or neglected, but kinship carers do it anyway because they put the children first.

We know how hard life can be for kinship carers, but we have seen the amazing things they are capable of, with someone by their side. With the right support, children raised in kinship families can flourish.

That is why we support, connect and campaign – to keep kinship families stronger by keeping them together.

## About the Team:

We know kinship carers are **strong, capable and fiercely determined** to ensure they get what they need to support their kinship family. And we want to support them to feel confident and empowered to do that. A new training contract with the Department for Education will support this outcome.

You'll join a new team – **Advice, Training and Information** who will be resolute about creating a positive and impactful learning experience for all kinship carers in England.

## About the role

We know kinship carers are **strong, capable and fiercely determined** to ensure they get what they need to support their kinship family. And we want to support them to feel confident and empowered to do that. A new training contract with the Department for Education will support this outcome.

This role is **pivotal** in supporting kinship carers to understand what being a kinship carer actually means, what choices are available to them and how to access the information and advice they need for their kinship families in England.

You'll join a new team – **Advice, Training and Information** who will be resolute about creating a positive and impactful learning experience for all kinship carers in England. A strong facilitator and communicator, you will need to be great at presenting content to kinship carers. You'll need to calm under pressure and able to deliver exceptional in person workshops and training to small and large audiences.

This role is core member of our Training team responsible for the delivery and facilitation of our in person and online workshops for kinship carers alongside colleagues some of whom have lived experience of kinship care. There will be a lot of delivery in person and online to reach kinship carers across England and individual and team targets to be met as part of this high-profile contract.

You'll need to be a confident, experienced facilitator with exceptional communication skills. You'll have a creative, energetic and determined approach to providing engaging and interactive experiences for participants and you'll understand how people take on information and be able to differentiate your style to respond to a wide variety of needs.

On a practical level you'll be confident and organised in your approach, be calm under pressure, and be equally comfortable facilitating sessions in person and online to large and small audiences. You'll be confident using technology including Zoom and be familiar and at ease using a wide range of tools and techniques relevant to both online and in person learning.

As part of this new training service, you'll receive all the training and development to support you to succeed in this role. This may include overnight stays as part of induction and training. This is a role that will need to travel and we're happy to discuss how this could work best if you have kinship caring responsibilities. You will not be responsible for logistics.

## **Key responsibilities:**

- Co-facilitate exceptional in person roadshows for kinship carers (16 over a 12-month period)
- Co-facilitate an annual programme of exceptional online workshops for kinship carers.
- Facilitate in person a series of workshops for Kinship peer support groups.
- Effectively facilitate roundtable discussions (as part of the roadshow format).
- Develop interactive and engaging workshops both online and in person recognising and utilising the unique aspects of both environments.
- Ensure consistent approach across all delivery, following manualisation processes.
- Ensure KPIs for service delivery (including feedback and evaluation) are met including kinship carer experiences (90% service user satisfaction).
- Support consultation events with kinship carers as part of co-design approach to continuous improvement.
- Confident and frictionless use of Zoom (including breakout rooms and other tools) and a range of techniques to deliver a high-quality online training experiences.
- Confident use of technology and range of techniques to deliver high-quality in person training experiences.
- Take accountability for using Salesforce effectively as our case management system to support service delivery learning, high performance and evaluation.
- Ensure excellent administration in your delivery, keeping to deadlines
- Act in the best interest of Kinship and the families we support.
- Maintain and contribute up to date understanding of kinship care.
- Contribute to a learning culture and an environment of creative thinking.
- Actively contribute to a delivering high performance across the team.

## **Knowledge, abilities, skills and experience**

### **Essential**

- Experience of being a kinship carer, or raised in kinship care – currently or in the past.
- Substantial experience delivering engaging online and in-person training and workshops for diverse audiences.
- Working experience of high quality and professional online and in-person facilitation
- Demonstrable experience of using Zoom to a high level to deliver training using breakout rooms and other tools to support and enhance facilitation.
- High degree of confidence and demonstrable experience of using PowerPoint and a range of other technology to develop and deliver excellent training experiences.
- Demonstrable experience of holding clear boundaries and managing unforeseen circumstances (like disruptive behaviour) within training contexts
- Experience of dealing with challenging and sensitive issues.
- Demonstrable working experience of using a non-judgemental approach (reflected in language and behaviour).
- Excellent written, verbal and visual communications with high attention to detail
- Proven experience of delivering training workshops which deliver impact and learning outcomes for participants.

### **Desirable**

- An in-depth understanding of kinship care
- Experience presenting content in video format.
- Experience of using Salesforce.

- Knowledge and understanding of kinship care and/or children and families who need support.

## Equality Diversity and Inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work. We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

## Candidate Application Information

Please refer to the Job Description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

## How we select candidates

To adhere to our commitment to Equality, Diversity and Inclusion, Kinship uses Artificial Intelligence (AI) as part of an Applicant Tracking System (ATS) – BeApplied. This ensures personal characteristics, such as age, ability, ethnicity etc. are **not** available to the shortlisting panel. The BeApplied ATS system goes further by aiming to remove all socio-demographic details that might affect decision making. This is known as 'Anonymous Recruiting'.

You are invited to apply for this role via the BeApplied recruitment platform [here](#).

**Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.**

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications.

## Key Dates:

**Application Deadline:** 9am Wednesday 24<sup>th</sup> July  
**First Interview:** Monday 29<sup>th</sup> July

If you would like further information or an informal chat about this role, please contact Kate Kayley, Training and Learning Lead, [kate.kayley@kinship.org.uk](mailto:kate.kayley@kinship.org.uk)

# What it means to work at Kinship:

## Our vision:

A society in which kinship carers and the children they care for are **recognised, valued** and **supported**.

## Our mission:

To ensure that kinship carers and the children they care for get the **support** and **recognition** they need.

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Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers. **(Staff member at Kinship)**

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We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.



# Our Values:

## Be bold

### We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



## Be stronger together

### We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



## Step up

### We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions Ask for
- and give honest feedback



## Put people first

### We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



# What we can offer you:



## Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



## Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



## Family:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



## Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount



## Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



## Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



## Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



## Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.



## **Working hours:**

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

## **Travel:**

For this role, there may be a requirement to occasionally travel across the nations (England and Wales). There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

## **Pension scheme:**

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements.

## **Probationary period:**

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

## **Flexible working:**

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

# Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

## Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

**Note:** This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.

**Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number**

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