



young gloucestershire

JOB DESCRIPTION & PERSON SPECIFICATION

POSITION:	Gloucestershire Assists Parents (GAP) Family Worker
DURATION OF POST:	Fixed term until March 2022
HOURS:	14 hours a week Due to the nature and pressing need of the work you will be required to work such hours as are necessary for the full and effective performance of your duties, including evening and weekend work. The normal working week is 14 hours.
SALARY:	£19,000 - £21,000 pro rata subject to experience
HOLIDAY:	25 days per annum plus Bank holidays (Pro Rata)
PENSION:	Auto enrolment pension in place.
RESPONSIBLE TO:	Lead project worker (IB)
LOCATION:	Base location The Old Dock Office, Commercial Road, Gloucester, GL1 2EB with frequent travel in Gloucestershire and occasional national travel.
DATE JD WRITTEN:	March 2021

WHO ARE INFOBUZZ

Infobuzz offers therapeutic and practical support for families and young people with complex needs.

Infobuzz offers specialist therapeutic service in the areas of;

- Mental Health
- Criminal Justice
- School and Community

JOB SUMMARY

Gloucestershire Assists Parents (GAP) line is a Gloucestershire helpline for parents and carers concerned about their child's mental health. GAP line allows parents or carers to talk through their concerns, explore their child's behaviour and receive practical advice from a trained mental health support worker. Open to all parents and carers within the Gloucestershire area; GAP line offers easy access, first stop case held help for parents when they are concerns about their child.

GENERAL DUTIES

- To develop marketing material and promote the programme to receive referrals
- To work with other staff from across Infobuzz and Young Gloucestershire to take referrals for parents and carers to talk through their concerns.
- Hold a caseload of parents that you provide support to weekly via phone or zoom
- Support Parents to develop skills, coping mechanisms and techniques to cope with the challenges they face
- Help parents and carers support their children's mental health and prevent further decline.
- Work within existing services to offer appropriate support
- Maintain confidentiality at all times
- Keep up to date records on Upshot data base system

- Contribute information and data for reporting to funders
- Provide the service across the county travelling to meet needs where required
- Assist in the delivery of additional funded projects that support and engage young people and their families
- Collect and review delivery data ensuring projects are meeting KPI's and project outcomes.
- Maintain accurate records/reports and ensure required paperwork is completed on time
- Work within budgets as agreed with the line manager.
- Take responsibility for the health, safety and welfare of families and young people. Produce risk assessments as required and ensure safeguarding.

ADDITIONAL RESPONSIBILITIES

- Keep up to date with current affairs and maintain an awareness of resources that may be of benefit to Young Gloucestershire/Infobuzz.
- Ensure servicing and maintenance of equipment as appropriate to your role.
- Maintain a team work approach to all aspects of work.
- Complete essential training.
- Uphold Infobuzz and Young Gloucestershire's ethos and policies.
- Promote a positive image of Young Gloucestershire and Infobuzz.
- Work as part of the wider organisation and undertake duties as required to ensure the strategic objectives of the organisation are achieved.

PERSON SPECIFICATION

- *The following are the criteria that will be used for shortlisting:*

ESSENTIAL	DESIRABLE
SPECIFIC	A relevant qualification in working with children and young people or families, the delivery of alternative education programmes or IAG
Experience of therapeutic mental health support and delivery	
Experience of working with families and providing support	First Aid experience
GENERAL	Experience of delivering and assessing qualifications
Experience of delivering Information and Guidance	Experience of managing a budget
An understanding of the issues facing Parents/carers and young people.	Experience of planning, organising and completing community based projects
Experience of motivating and inspiring disaffected young people and families to achieve their potential	Knowledge of the local community, voluntary organisations and agencies
Experience of sourcing and building relationships with key partners and stakeholders from the charity, statutory and business sectors.	Experience of managing health and safety including risk assessment
Excellent communication skills and the ability to engage with people at all levels	Knowledge of Safeguarding practice and procedures
Excellent organisational and administrative skills	
Good written and verbal communication skills and the proven ability to write reports and deliver presentations to a variety of audiences	
Effective time management, including the ability to prioritise and manage a varied workload	

The ability to work on own initiative to an agreed action plan.	
Enthusiasm, stamina and a willingness to work unsociable hours when necessary	
Basic IT skills including experience of Microsoft Office programmes	
Commitment to Equal Opportunities Legislation and an understanding of, and commitment to work within the principles of diversity	
Driving license and willingness to drive a nine seated people carrier	