

Kent County Council

Job Description: *Family Involvement Worker*

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| Directorate: | Children, Young People and Education |
| Unit/Section: | Information, Advice and Support Kent |
| Grade: | KSE |
| Responsible to: | Casework Adviser |

Purpose of the Job:

To provide information, advice, and support to families regarding local services and organisations for disabled children and young people, and those with special educational needs

To empower children, young people, and parents to be involved with decisions about their education, mental health and wellbeing, social care and physical health

To support children, young people, and their parents to access local services

To support parents, children, and young people to influence the development of special educational needs and disability services in their locality

To widen access to the information, advice, and support service, particularly to families who experience barriers to involvement

Main duties and responsibilities:

- To provide in person or virtual, impartial advice and support to children and young people with special educational needs and disabilities and their parents
- To provide support for complex casework relating to mental health, education, and social care, acting as a neutral facilitator if required using principled negotiation
- To develop positive relationships with local support services and understanding of appropriate referral routes
- To ensure parents, children, young people, and organisations are fully aware of the service and have an accurate understanding of the service standards and range of support available
- To provide regular information sessions and attend local events to increase access to the service
- To understand the local barriers to parental and young people involvement and adapt publicity and interventions as appropriate

- To develop effective relationships with local services and organisations whilst ensuring the perception of the independence of the service
- To support strategic developments including work with education providers, agencies, and the voluntary sector as required
- To assist with the provision of workshops as required

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Family Involvement Worker*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

| | CRITERIA |
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| QUALIFICATIONS | <ul style="list-style-type: none"> Level 3 qualification in a relevant subject or equivalent experience in the sector |
| EXPERIENCE | <ul style="list-style-type: none"> Experience of working with children/young people with special educational needs, including parents of children with special educational needs and disabilities Experience of working with a range of partners including education providers, local services and the voluntary sector promoting participation and involvement Experience of conflict management |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> Effective, well developed oral and written communication skills Ability to adapt your communication style to be able to work with parents, children, young people and professionals Ability to work on own initiative and meet deadlines Able to work in a principled way promoting self- advocacy to empower parents, children and young people. Able to remain emotionally resilient in stressful situations Able to remain impartial and non-judgmental in difficult situations Well organised and able to prioritise Keep timely and comprehensive record keeping using a database Ability to work flexibly within a team to achieve team goals Ability to reflect on own practice for personal development Must be computer literate in Microsoft Office applications, e.g. Word, PowerPoint, Outlook. |
| KNOWLEDGE | <ul style="list-style-type: none"> Thorough understanding of Special Educational Needs and Disability policy and legislation Knowledge of the theory of participation Understanding of national and local mental health policies, plans, services and procedures |
| PERSONAL QUALITIES | <ul style="list-style-type: none"> Compassionate, understanding, and respectful to all Committed to empowering parents to be fully involved in their child's development Committed to empowering children and young people Actively works across organisational boundaries to promote partnership working |
| KENT VALUES AND CULTURAL ATTRIBUTES | <p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve |

- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making