

## Job Description

<b>Job Title:</b>	Family Engagement & Activity Coordinator
<b>Service:</b>	Supporting Families Service
<b>Salary:</b>	£25,000 per annum
<b>Hours:</b>	Full time, 35 hours per week
<b>Contract type:</b>	Permanent
<b>Responsible to:</b>	Head of Supporting Families Service

<b>Activities and Family Engagement</b>  <i>Please note: Sessions and activities will take place at appropriate venues across London Boroughs, incl. but not limited to: Islington, Camden, Tower Hamlets, Haringey, Enfield</i>	Coordinate and facilitate a programme of carer forums, events and activities; this may include co-delivering focus groups and consultations with parents and professionals
	Develop and run a series of rolling workshops and parental information sessions throughout the year, as well as wellbeing activities, trips and social events
	Develop outreach programmes for a targeted number of family carers not previously known to Zenith Care across North London Boroughs – i.e. drop ins, community events, information sessions, etc.
	Collate parent/service user feedback from engagement activities, using appropriate and accessible tools, and reporting on findings to the Head of Service
	Keep up to date with legislation, service provision and client needs regarding disability, disseminating relevant information to carers in an accessible, user-friendly format – either verbally or in writing
	Assist and supervise volunteers where required, in line with Zenith Care values
	Create and update relevant documentation for all sessions (such as booking forms and risk assessments); liaising with colleagues and external professionals when needed around any administrative aspects
	Coordinate the promotion and impact evidence of engagement activities run, via a range of outlets: emails, texts, social media/blog posts, leaflets and flyers, bi-monthly bulletins
	Act as key point of contact for information regarding parenting programmes and other activities/workshops on offer to parents/family carers, staff and professionals
	Ensure that the Supporting Families team are informed of all planned groups and workshops, and that dates and information are made readily available
	Develop and maintain contact lists of disability and carer services across London Boroughs, establishing positive working relationships/partnerships with professionals and family carers

	<p>Organise groups and consultations to take place on site and at other local venues, including with external speakers/providers where appropriate. Tasks will include:</p> <ul style="list-style-type: none"> <li>• Liaising with colleagues and external venues to book relevant spaces</li> <li>• Setting activity schedules</li> <li>• Purchasing and preparing refreshments</li> <li>• Setting up spaces and relevant equipment needed for sessions</li> </ul>
<b>Administrative Duties &amp; Team Support</b>	<p>Regularly monitor the Family inbox and Supporting Families phone, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Picking up engagement and activity work and referring to other colleagues as appropriate</li> <li>• Providing information and advice to family carers</li> <li>• Taking messages for colleagues and passing them on in a timely manner</li> <li>• Inputting cases for casework allocation on the database and signposting when necessary</li> </ul>
	<p>Maintain accurate records of work completed – including group delivery, feedback and outcomes – on the case-management database and server, reporting to the Head of Service when required</p>
	<p>Collate information and updates from the Team for bi-monthly bulletins and online/social media channels</p>
	<p>Assist with recording, monitoring and evaluating the service's work using relevant databases, forms and quality systems; produce case studies and impact reports</p>
	<p>Assist Caseworkers with the provision of information, advice and casework support to family carers on various aspects of Health, Social Care, Independent Advocacy and Welfare and Disability Benefits</p>
	<p>Assist with and participate at Zenith Care social events and activities delivered as part of the Supporting Families Service and on behalf of Zenith Care</p>
	<p>Provide cover for colleagues in the team as required and work together to deliver essential daily activities and service provisions</p>

## Person Specification

(E) Essential requirements

(D) Desirable requirements

Knowledge & Understanding	Understanding of principles of group dynamics and meaningful participation; including potential barriers to participation for vulnerable groups, and how these can be addressed	E
	Understanding of issues faced by family carers of people with learning disabilities and/or Autism	E

Skills & Values	Strong interpersonal skills, able to communicate and collaborate effectively with a range of people and to confidently facilitate group discussions	E
	Strong organisational and administrative abilities, with an ability to effectively manage a varied workload	E
	Excellent written communication skills and attention to detail, with the ability to produce reports and summarise information in a range of formats	
	IT proficient, with the ability to use a range of computer software (i.e. Office and others)	E
	Able to handle disagreements and challenging situations effectively, acting as mediator and using appropriate de-escalation techniques	E
	Resourceful and able to work on own initiative, proactively resolving issues	E
	Strong self-reflective skills, able to take learning from situations	E
	Ability to form effective relationships with a range of stakeholders, maintaining high levels of discretion and professional boundaries, and handling confidential information appropriately	E
	Committed to concepts of equal opportunity, diversity and inclusion	E
	Committed to enabling choice, independence and wellbeing of people with learning disabilities and/or Autism and their families	E
Physical requirements	Flexible and able to attend to work commitments taking place across a range of locations, in evenings and on weekends	E
	Knowledge and awareness of relevant local/national policies and legislation, current and forthcoming issues relating to services for people with learning disabilities and/or Autism and their families	D
Experience	Experience of organising, promoting, and delivering events and activities, monitoring/assessing their impact thereafter	E
	Experience of facilitating group work involving people from a range of backgrounds	E
	Experience of engaging families/carers/advocates	E
	Experience of developing promotional material and communicating complex information in a variety of accessible formats	D
	Experience of partnership work with other organisations – i.e. local/national statutory, voluntary and community – and developing outreach efforts	E

*Zenith Care is committed to safeguarding and promoting the welfare of vulnerable individuals, and we are looking to recruit people who share these values.*