



making a difference
to the lives of people with
severe learning disabilities

CHALLENGING BEHAVIOUR FOUNDATION (CBF)

JOB DESCRIPTION

Title of post: FAMILY SUPPORT CASEWORKER (Temporary)

Responsible to: Family Support Lead
(with additional supervision provided from a clinical psychologist)

Hours: 22.5 hours a week

Contract: Fixed Term until October 2022

Salary: £23K - £24K depending on experience

Based at: CBF office, Chatham, Kent (5 min walk from Chatham train station). Flexible working requests including some home working will be considered.

OBJECTIVE:

Provide specialist information and support to family carers and professionals who contact the CBF with enquiries about behaviour that challenges associated with severe learning disabilities, accessing support and services, and related topics.

RESPONSIBILITIES:

Responsibilities will include:

1. Providing individual support to family carers and professionals supporting individuals with learning disabilities as required via telephone and email. Support includes:
 - i. Providing and communicating specialist information regarding behaviour that challenges and related topics
 - ii. Emotional support
 - iii. Casework and advocacy activities, such as supporting family carers to present information to achieve good outcomes
2. Ensuring high-quality support and practical, individually tailored information is provided to family carers, with a particular focus on inpatient services.
3. Maintaining a caseload, keeping up to date and accurate records on a database of all enquiries and action taken.
4. Making use of clinical supervision, mutual team debriefs and casework discussions, to identify common themes, emerging issues, strategic concerns, and to ensure own wellbeing.
5. Reporting on Family Support Service enquiries to Senior Management Team, Trustees and funders as required.

6. Identification of key issues raised by family carers contacting the CBF to enable the CBF to highlight areas of need in national influencing work and information resources.
7. Recruitment and support of family carers to contribute to national influencing work, research projects and writing case studies.
8. Producing new materials for publication on the CBF website and in the CBF newsletter.
9. Maintaining confidentiality, GDPR compliance and following safeguarding procedures.
10. Ensuring regular communication with other members of the CBF team, including attendance at team meetings as required.
11. Any other tasks as determined by the Line Manager.