

JOB DESCRIPTION

Title of post:	FAMILY SUPPORT CASEWORKER
Responsible to:	Family Support Lead (with additional supervision provided from a clinical psychologist)
Hours:	15 hours a week
Contract:	Fixed term until September 2025
Salary:	£29K (FTE)
Location:	Location: Chatham, Kent (hybrid and remote working considered)

OBJECTIVE:

Provide specialist information and support to family carers and professionals who contact the CBF with enquiries relating to behaviour that challenges associated with severe learning disabilities, 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 including social care, health and education
 - 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.
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 ensure own wellbeing.
5. Reporting on 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. Producing new materials for publication on the CBF website and in the CBF newsletter.
8. Maintaining confidentiality and following safeguarding procedures.
9. Ensuring regular communication with other members of the CBF team, including attendance at team meetings as required.
10. Any other tasks as determined by the Line Manager.