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| **Salary**  | Level 18 (£13.13 per hour) |
| **Working hours** | Part Time and Full Time AvailableMonday to Friday |
| **Work location** | Nansa, Woodcock Road, Norwich, NR3 3TTWith countywide travel (own transport essential)  |
| **Reports to** | Programme Manager (SENsational Families)  |

**Overview (Children and Family Services)**

Nansa provides support from infancy; often working alongside families prior to any formal diagnosis of their child’s condition. Nansa will collaborate with every family to ensure their child’s specific needs are met, promoting development and progression through an innovative and therapeutic programme of early intervention and support.

The Nansa Family Centre is based in Norwich (Woodcock Road), it offers a safe, calm, friendly, and non-judgemental environment; for families to access specialist support and meet other inspirational parents, carers, and children facing similar challenges.

Nansa’s Family Services offer varied models of support across three separate areas of provision:

**SENsational Families:** SENsational families is a free service, thanks to support from the National Lottery Community Fund. Our experienced Family Support Advisors (FSAs) offer advice, guidance and support to parents and carers of children with Special Educational Needs and/or Disabilities (SEND) From birth to 24 years.

**Sleep Service:** Nansa’s Sleep Service aims to be there for families of children, with SEND, experiencing ongoing sleep difficulties; and is currently funded by the NHS Norfolk & Waveney Integrated Care Board (ICB).

**Steps & Stages:** Formerly known as a School for Parents, the Steps & Stages programme is funded by Norfolk County Council and the NHS Norfolk and Waveney Integrated Care Board. Steps & Stages offers specialist early interventions that promote the development of pre-school children, who have a range of special educational needs and disabilities. Sessions are holistically tailored to meet the specific needs of every child, and are provided, FREE, to families of children:

* with delayed development or motor learning difficulties,
* with confirmed or suspected Autism Spectrum Conditions,
* who require support with social interactions,
* who face developmental challenges relating to complex sensory needs and/or communication/engagement.

The Steps & Stages programme runs no less than 4 sessions weekly (during term-time). Children benefit from a fun play session alongside other children who have similar challenges and experiences; they get personalised support in a ‘play group’ that develops skills to improve their independence. Parents and carers benefit from learning strategies that can be used at home to meet the development needs of their individual child; they also form important friendships that provide long-term peer support.

The highly skilled and trained Steps & Stages team are dedicated to helping parents and carers learn essential techniques that support their child’s physical, social, and cognitive development; informed and inspired by a range of specialist early intervention approaches, including, but not limited to:

*Conductive Education*

The Conductive Education (CE) philosophy developed by Peto in Hungary is based on the belief that every young child has the capability to improve their neural connections through a properly guided programme. This is an approach that works most effectively with young children while their neural pathways are still developing rapidly.

*Attention Autism*

Attention Autism is an early intervention model designed by Gina Davies, Specialist Speech and Language Therapist. It aims to develop natural and spontaneous communication through the use of visually based and highly motivating activities. This model helps to build the foundations of communication through, teaching turn-taking, capturing attention, sustaining engagement, and developing interactions.

**Key Accountabilities**

The nature of this role requires a high level of flexibility to provide appropriate support as required for a range of families & their children with varying abilities and complex diagnoses. Attention to detail, an ability to work well as part of a team, and a positive approach are all-key to this role.

As a Family Support Adviser, you will need a driving licence and your own vehicle to visit different locations across Norfolk within the day-to-day role. Some of the working week will be spent at the Family Centre (33 Woodcock Road), attending meetings, organising workload, typing reports and updating caseload activities.

**Role and Responsibilities**

Family Support Advisers (FSAs) report to the Programme Manager (SENsational Families) and in this role you will:

* Complete initial assessments of families' needs so that you can identify and plan the support needed from the Nansa team and other agencies
* Assess parenting skills and help people to build physical and emotional caring abilities, using active listening skills
* Coach, mentor and motivate families to understand the benefits of relevant activities including education and play strategies, signposting to other agencies where necessary
* Meet with individuals and families through home and community visits to ensure they're fully supported to progress and achieve desired outcomes
* Facilitate group support and training sessions for families
* Work with colleagues, education, health and social care professionals and multi-agency networks to evaluate caseload needs and the progress that has been made
* Ensure SEND training and knowledge is up to date and have a good knowledge of the local service provision for appropriate signposting and referrals
* Adhere to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity, and inclusion policies
* Manage own workload, administration, and diary commitments
* Maintain accurate and up-to-date administration and caseload records, including reports of all interactions with a family during a crisis, such as a parent being in hospital
* Use agreed tools for measuring outcomes and collecting evidence of impact of work
* Play an active role in team discussions about work planning and planning future activities

**Person Specification**

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| Essential | Desirable |
| * Driving Licence and use of a vehicle during work hours
* Childcare qualification
* Good communication and active listening skills.
* The ability to build and maintain rapport with adults and children.
* Calmness under pressure and when dealing with challenging or confrontational behaviour.
* Flexibility and adaptability.
* A good understanding of the challenges faced by the SEND families Nansa supports.
* Organisation and problem-solving skills.
* Resilience and the ability to cope with emotionally draining and traumatic situations.
* Commitment to making a positive difference to the lives of service users.
* A positive, non-judgemental, empathetic, and sensitive approach.
* Effective teamwork skills, and the ability to liaise within a multidisciplinary service or a multi-agency network.
* Competent ICT skills in order to record and maintain accurate data
* The ability to maintain expert knowledge of local services and provision.
* Maintaining confidentiality and following GDPR
 | Experience in the following areas:* Advice and guidance
* Counselling

Understanding of the following:* Safeguarding
* GDPR
* Education
* Health
* Social care
* Youth work
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