



Family Liaison Officer

Location:	64 Altenburg Gardens, London, SW11 1JL
Hours:	35 hours per week; occasional weekend and evening work required
Contract:	1 year, maternity cover
Salary:	£26,500 to 28,713 p.a. pro rata, plus 5% pension contribution
Line Manager:	Head of Wellbeing and Outreach

The role

The Family Liaison Officer will work with families to ensure that learning gained at Share, especially in the areas of life skills and independent living, are practised at home, and also that Share staff understand positive approaches in terms of communication and social needs that are used effectively at home. The FLO will support families where the student is transitioning into more independent living, and will support families to advocate for themselves and their disabled relative. This role is about taking a more holistic approach to enabling our students with learning disabilities, who may also have autism, to achieving their potential, leading fulfilled lives, and having autonomy. This is a maternity cover for one year.

Who we are looking for

Our ideal candidate will have experience of working in a similar role, ideally with people who have learning disabilities. You may be trained as an Occupational Therapist or have worked in an OT service. You may have been a support or outreach worker. You'll be passionate about supporting people to lead as independent and autonomous a life as possible, and you'll also be aware of the kinds of support that they may need in order for this to happen. You will be calm, diplomatic, and sensitive to the needs of families who are likely to be under stress and facing a range of challenges, including those of a financial, emotional or domestic nature. You will have excellent communication skills and the ability to build and sustain rapport with a wide range of people from diverse cultures and communities. You'll take a person-centred approach to supporting people and will be someone who inspires trust and confidence in others. You will be practical and great at finding creative solutions to problems.

Job Description

1. To get to know each Share student who is on a pathway towards more independent or autonomous living, and to create individual learning plans that help each student set and achieve goals outside of Share.
2. To understand the cultural context in which the student and their family live.
3. To build trust and rapport, and to develop a positive working relationship with the students' families and circles of support through direct contacts (home visits, phone calls, planning and review meetings).
4. To help families to support their family member with a learning disability to take more responsibility and move towards greater independence and autonomy.
5. To mediate, where the wishes of the student are in conflict with those of their family.
6. To introduce a social networking platform at Share (such as Multi-Me), so that information can be disseminated to families and carers more effectively, not only to help the student to practice at home what they've learnt at Share, but also to help bridge the gap between life at Share, at home and in the community
7. To work closely with the Carers' Centre(s) to ensure that families are linked in to groups and resources that can support them. The Transitions project at Wandsworth Carers' Centre will be an important ally in this work.

8. To liaise with supported housing providers to help students who want to live more independently, and to facilitate good communication between housing providers and families.
9. To liaise with other professionals, for example advocates; health specialists; advisers.
10. To attend social services reviews, in particular where a student is aiming to transition into independent living.
11. To monitor and evaluate the impact of interventions, reporting regularly to Share's senior management team and as required to funders.
12. To complete all administration tasks required to manage and chart each participant's progress including the updating of individual records using Share's management information system (Civi CRM) and correspondence with external agencies.
13. To contribute to achieving the progression and outcome targets of the project, presenting regular progress reports to your line manager and to the project steering group, and to produce data as required for funding reports.
14. To work as part of the Wellbeing team to support daily interactions with students; managing behaviour that challenges and create strategies to support students' independence, self-regulation and wellbeing.
15. To maintain confidentiality at all times and to work in a spirit of positivity and encouragement and in a way that values diversity.
16. To attend internal and external meetings and events, as required.
17. To help out at Share in other ways that are reasonable.

Person Specification

All of the following are essential to the role. Please use the Supporting Statement to tell us how you meet this specification, giving examples.

1. Experience of working in an enabling and supportive role with disabled people, preferably with people who have learning disabilities and/or autism.
2. Good awareness of the kinds of support people with learning disabilities and/or autism may need in order to achieve social and civic inclusion.
3. A practical approach to problem solving. Our ideal candidate will be familiar with occupational therapy approaches to developing independent living skills.
4. Excellent communication skills and the ability to build and sustain rapport with a wide range of people, including people with learning disabilities; parents and families; social care professionals; health professionals; colleagues.
5. Excellent diplomatic and mediating skills, with a focus on person-centred practice and a strong track record of helping people to develop confidence, self-esteem, and a positive way of interacting with the world.
6. Excellent administrative, ICT and self-motivation skills, and the ability to work well with minimal supervision.
7. You will be a strong team-player and enjoy working alongside others to achieve the project's goals.
8. The ability to write and present written material to a high standard with excellent grammar and spelling.
9. You will be someone who inspires trust and confidence, and who behaves with integrity and honesty at all times.
10. You will be great at creative problem-solving and helping others to find solutions to barriers.
11. You will present yourself in a well-groomed, professional manner.

12. You will be someone who is passionate about social inclusion and particularly about helping disabled people to reach their potential and shine.
13. You will have an understanding of different coaching models used to support individuals – eg GROW / OSCAR and how it might be implemented in a setting like Share.

How to apply

Please send your CV, cover letter and equal opportunities form which can be downloaded here:

<https://www.sharecommunity.org.uk/jobs/family-liaison-officer-maternity-cover-0>

Please return both by **Tuesday 7th June at 4pm** to hadmin@sharecommunity.org.uk.

If you would like to have chat about the role or visit us prior to applying, please contact Michele Noakes on michelen@sharecommunity.org.uk or on 0207 801 9829.

We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone.

This job is subject to two satisfactory references, evidence of qualifications, an enhanced DBS check and providing evidence of right to work in the UK. If you have a disability and would like to discuss other ways of submitting your application, please call Michele on 0207 801 9829.

Our privacy policy for job applicants can be found here: <https://www.sharecommunity.org.uk/privacy-policy-job-applicants>

We are very much looking forward to receiving your application.

