



Down's Syndrome Scotland

helping people realise their potential

Down's Syndrome Scotland – Job Description

Post:	Family Support Officer Southwest Scotland
Location:	Home-based covering Southwest Scotland and must live in Ayr or within a 20-mile radius of this area
Hours:	15 per week to be worked across Wednesday, Thursday & Friday
Salary:	£30,013 (pro- rata) plus 4% pension contribution
Responsible to:	Family Support Service Lead
Responsible for:	Allocated volunteers

Main Purpose of Post:

To work within the Family Support Service (FSS) in ensuring the delivery of high quality and high impact services and support. To work with colleagues, families, carers, professionals, and individuals with Down's syndrome to identify the range and depth of support required and to support the development of the FSS in conjunction with the Family Support Service Lead (FSSL). To ensure the FSS contributes to Down's Syndrome Scotland's (DSS) income streams through the provision of high-quality training and consultation support to Education, Health & Social Care professionals and community organisations.

Main Responsibilities of Post:

Support Service

1. To complete all tasks involved day-to-day running of the FSS to the highest possible standards.
2. To respond to enquiries from families and carers, individuals with Down's syndrome and professionals, for information and support within appropriate timescales.
3. Ensure that information provided to enquirers is up to date and in line with best practice and current research.
4. Research, and develop relationships, with locally run support groups and paediatricians' clinics, child development centres, GP's, health centres, maternity services and health visitors and arrange appropriate joint working methods that ensure all families and individuals with Down's syndrome have information to access to the Family Support Service.
5. Contribute to the strategic development of the FSS to deliver appropriate information and support to families, carers, individuals with Down's syndrome and professionals.
6. Identify possible future requirements and development potential for FSS with the Family Support Service Lead.
7. Supporting and developing Parent Contact Volunteers.



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Training and Consultation

1. In conjunction with other colleagues, identify and develop new training topics.
2. Review and develop training materials and ensure these are of the highest standard and in line with organisational expectations.
3. Ensure all training delivered is of the highest standard and content is in line with best practice and current research.
4. Develop links with education, health & social care and community organisations offering information and support and marketing the services available from DSS.
5. Ensure consultation visits are provided to the highest standard with agreed outcomes being achieved.
6. Provide written observation feedback reports within agreed timescales on completion of consultation visit.
7. Book and confirm training/consultation provision as per agreed systems and ensure invoicing information is provided to the finance department.
8. Complete agreed monitoring and evaluation systems evidencing service quality.

Information Provision

1. Contribute to DS Scotland general information services such as the website, e-bulletin and magazine.
2. Contribute to the review and development of new publications when required.
3. Disseminate knowledge and understanding both internally and externally about policy and practice issues relevant to individuals with Down's syndrome.
4. To liaise with other agencies in the same area of work to exchange information for the benefit of DS Scotland service users.
5. To take an active role in agreed committees/working groups ensuring that the profile and awareness of the needs and potential of individuals with Down's Syndrome is enhanced.
6. Involve members where appropriate and prepare responses to agreed consultation documents that will benefit individuals with Down's syndrome, and their families and carers living in Scotland.
7. Prepare case studies and information required for reports and proposals for FSSL, Head of Service Development, CEO, Management Team, Board of Trustees and funders as required.

General Tasks

1. Maintain and complete agreed administration and reporting systems and contribute to the development of such.
2. Ensure the recording and reporting of statistical information, monitoring and evaluation procedures are all adhered to.
3. Ensure that as an individual, you adhere to Health and Safety requirements, policies and procedures, identifying and reporting concerns where these arise.
4. Take an active professional role in your own supervision, annual appraisal and agreed training.
5. Undertake other duties as from time to time determined to ensure efficient operation of the organisation.
6. Attend weekly online staff briefings and in-person staff meetings as scheduled throughout the year.



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Routine Communications:

Internal: All staff and volunteers within Down's Syndrome Scotland, members of the Board of Trustees and members of the charity.

External: Parents and other family members, other charities, local authorities, schools, education, midwifery and health and social care professionals.

Please note: This job description does not represent an exhaustive list of responsibilities and tasks, but indicates the main responsibilities required from an employee in the role. We reserve the right to require employees to perform other duties from time to time. In addition, we reserve the right to vary or amend the duties and responsibilities of the post holder at any time, according to the needs of the organisation.

Demands of the post:

The requirement to work evening and weekends as necessary to ensure appropriate operational service delivery, fulfilment of duties and to participate in Down's Syndrome Scotland events e.g., conferences, for which time off in lieu will be authorised.



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Family Support Officer – Person Specification

Essential requirements:

- A commitment to people of all ages with Down's syndrome and their families, playing a full role in aspects of Down's Syndrome Scotland's work.
- Experience of working with children/adults with a learning disability for a minimum of two years preferably individuals with Down's syndrome but not essential.
- Experience of the Scottish Education system and of current teaching methods.
- A sound knowledge base in the areas of education, health and social care issues.
- Ability to communicate verbally and by writing or signing with people with a learning disability.
- Ability to communicate with parents/carers of individuals with Down's syndrome both verbally and in writing.
- Possess a good telephone manner.
- Qualification commensurate with degree level or equivalent such as teaching, nursing, social work or community work.
- Have a full driving licence and have access to a car.
- Be able and willing to work out with normal hours, able and willing to travel as necessary.
- Dedicated office space at home and reliable internet.

Desirable requirements:

- Experience of working with children or adults with Down's syndrome
- Knowledge of Sign Support Communication Systems ie – Makaton/Signalong
- Experience of delivering a telephone support/information service
- Experience of providing training
- Experience of facilitating groups
- Able to use Microsoft Office