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**West of Scotland Deaf Children’s Society**

**Job description**

**Family Support Officer**

**Reports to:**  Co-Chairs of West Scotland Deaf Children’s Society (WSDCS)

**Annual Salary:** £32 723.60 (pro rata for 25 hours is£23,374)

**Hours:** 25 hours – over three days, hybrid working considered.

**Location:** Based in Glasgow, covering West of Scotland

**Contract:** Permanent

**Principal contacts**

**Internal**

* Staff Team
* Volunteers
* Board of Trustees

**External**

* Deaf children, young people and their families in the West of Scotland
* Key professionals working with deaf children in third and public sector
* Communities and community groups including NDCS and Deaf Action

**Main Purpose of Post**

To support families and children across West Scotland using a child-centred approach and an understanding of the law, policy, and the issues that affect deaf children and their families. To work with key professionals to ensure that families get the emotional and practical support that they need to allow their child to thrive.

**Key Tasks**

1. To abide by the policies, procedures and practices of WSDCS.
2. To take responsibility for promoting and safeguarding the welfare of children and young people.
3. To ensure records are maintained in compliance with WSDCS policy.
4. To support funding applications, delivery of funding outcomes and performance monitoring whilst working within the constraints of funding budgets.
5. To be able to effectively manage own working time and workload.
6. To take responsibility for own professional development.
7. To support families of deaf children with Child Disability Payment (CDP), Adult Disability Payment (ADP), Personal Independence Payment (PiP), any other benefits applications and appeals for same.
8. To identify where other support is required by families, creating plans with them to address this.
9. Ensure that, where necessary, families are signposted to other appropriate professional organisations.
10. To attend relevant professional networking meetings and maintain professional contacts.
11. To provide and/or source delivery of training to beneficiaries and professionals.
12. To visit families in their own homes and understand lone working policies and procedures.
13. To work with schools, youth groups and other organisations to support deaf children and young people.
14. To support and lead other activities provided by WSDCS including clubs, events and trips.
15. To support families and children to understand deafness and its meaning for them, helping them to be more independent.
16. To work effectively with the Board of Trustees, staff team and volunteers.
17. Undertake such other tasks as may reasonably be required.

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

A PVG will be sought in relation to the successful applicant for this post. WSDCS is committed to safeguarding and promoting the welfare of children,

**Person Specification**

**Family Support Officer**

**Essential Skills and Experience**

1. A good understanding of the skills and practices required to deliver person centred support to deaf children and young people and their families.
2. Experience of working directly with children and young people.
3. Good understanding of and empathy with the challenges facing the families of deaf children.
4. Proven experience of engaging with professional organisations.
5. Proven ability of team working.
6. Able to plan and prioritise own work effectively and work on own initiative.
7. Excellent communication skills.
8. Proven experience in at least one of the areas of education, deafness, welfare benefits, health, community care and Equality, Diversity and Inclusion.
9. Experience of gathering information for performance monitoring.
10. Good IT skills.
11. Willingness to travel extensively and work some evenings and weekends within contracted hours.
12. Must hold Level 3/SCQF Level 6 in British Sign Language (BSL) or be able to demonstrate equivalent skills in order to work with deaf people where interpretation from spoken English to BSL is required. A commitment to building skills and knowledge is required.

**Desirable Skills and Experience**

1. Experience of lone working.
2. Basic budgeting knowledge.
3. Knowledge or experience of Appeals Tribunals relating to benefits or education.