**Family Training and Navigation Worker – Neurodevelopmental Pathway**

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| **Job Title:**  | Family Training and Navigation Worker (NDP) |
| **Grade:** | £16.57-17.09 per hour, equates to £30,149-31,099 fte,NJC Scale Point 23-24 |
| **Responsible to:** | Family Training and Navigation Manager |
| **Hours of work:** | 18-22 hours pw TBC |
| **Annual Leave:** | 25 days pro rata |
| **Location:** | Brighton & Hove and East Sussex, based in Brighton office |
| **Contract** | Fixed term to 31st March 2024 |

**Background**

Amaze is a Sussex based charity that supports families with children and young people with special educational needs and disabilities (SEND) up to the age of 25.

The Neurodevelopmental Pathway (NDP) Family Training and Navigation Service is funded by NHS Sussex to provide improved support to parents of children and young people who have neurodevelopmental conditions or are on the Neurodevelopmental Pathway (NDP).

**The Main Purpose of the Job**

The Family Training and Navigation Service Worker provides families with information, understanding, strategies and links to support networks that will help sustain them through the challenges these conditions bring to a family and allow them to better support their children and young people, through the offer of:

* Navigation – offering parents information, about NDCs and available support appropriate to their needs and stage within the NDP
* Family Training – contributing to a programme of training, family education and support co-produced and delivered with expert parents, individuals with lived experience, and professionals

This post will primarily be delivering **navigation,** with more occasional involvement in outreach and training.

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|  | **Navigation** |
| 1 | Provide accurate and empathetic information and advice to individual parent carers over the phone, video call, email or in person  |
| 2 | Draw out and assess immediate and longer term needs of each parent to offer an appropriate combination of signposting to relevant services and support for their child and family; help to understand and access the system; matching to training on offer; links to peer support from Amaze and others; advice on how to understand and support their child |
| 3 | Work within the referral and booking systems for navigation to ensure new referrals to the navigation service are responded to within agreed timescales |
| 4 | Match communication style and advice to the needs and preferences of the user, including those with additional needs or from diverse communities |
| 5 | Maintain accurate records of user information, advice and other activity, contributing to processes for reporting, feedback, monitoring, evaluation and service planning |
| 6 | To contribute to the writing and updating of accessible information resources to support navigation and to provide to parents |
| 7 | Support the project manager in maintaining strong relationships with other partners including services that work with children with ND conditions e.g. CLASS, BHISS, Wellbeing Services, education (SEN staff in schools and specialist provision), other health services and community partners such as mASCot and ADHD Aware. |
| 8 | Liaise with other Amaze staff to ensure effective internal referrals into and out of the NDP service and that the NDP service contributes to Amaze’s overall work supporting disabled children and young people and their families.  |

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|  | **Training**  |
| 1 | Where necessary, share in the delivery of courses and workshops in person and online, working cooperatively and supportively with co-facilitators including people with lived experience and local professionals |
| 2 | Contribute to identifying training needs and planning of training, drawing on learning from navigation, training delivery and feedback from participants and co-trainers |
| 3 | Contribute to the writing, adapting or updating of course materials, presentations and handouts, including videos  |
| 4 | Carry out more informal information, training and outreach sessions e.g. for parent groups including Face2Face groups |
| 5 | Carry out related booking, recording, follow up and collection of feedback |

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|  | **General Responsibilities**  |
| 1 | Build and maintain an in-depth knowledge of ND conditions, the local ND Pathway and current service offers in education, health and care sectors |
| 2 | Contribute to promoting the project (navigation service, training programme and peer support offer) with other organisation, services and the community to ensure parents hear about the service, are signposted or referred to it and can take it up accessibly |
| 3 | To ensure compliance with all relevant legal and regulatory requirements.  |
| 4 | To work within the framework of Amaze policies and procedures. |
| 5 | To demonstrate and promote a commitment to professional development, team working and the principles of equal opportunities. |
| 6 | To attend supervision, training and staff meetings as required. |
| 7 | To carry out other duties appropriate to the role and responsibilities. |

**Person specification**

* Experience of providing a responsive service in a busy environment
* Ability to provide information, advice and support to people of all backgrounds, including people under stress
* Good IT and organisational skills, with experience of recording, monitoring and contributing to reporting on services, ideally using a database or case management system
* A good understanding of the issues facing families with neurodiverse children and young people
* Excellent written and verbal communication skills, with the ability to absorb, retain, share and explain information
* An understanding of equal opportunities and the value of inclusion and diversity
* An understanding of the importance of confidentiality and the principles of data protection
* Some experience of delivering training or working with groups (Desirable)