# JOB DESCRIPTION

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| Job Title: | **Face2Face Project Worker, East Sussex** |
| Grade: | **£13.37 per hour, equivalent to NJC Scale Point 21 £24,340 fte** |
| Responsible to: | **Face2Face Befriending Manager** |
| Hours of work: | **12 hours per week** |
| Annual leave: | **25 days pro rata** |
| Contract: | **Fixed term until 31st March 2021** |

**MAIN PURPOSE OF JOB:**

Amaze Face2Face provides emotional support to families of disabled children, across Sussex, through volunteer parent befrienders and groups. The East Sussex Project Worker delivers the project in East Sussex, working closely with the Face2Face Manager, managing a team of befrienders, taking referrals and matching with befriender volunteers. They will have a key role in starting and running Face2Face groups in East Sussex.

**MAIN DUTIES:**

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|  | **Running the befriending service within East Sussex** |
| 1 | To receive referrals, make appropriate contact with new families and assess their need for Face2Face support. |
| 2 | To match parents with befrienders, link to a Face2Face group or offer signposting to alternative support as appropriate |
| 3 | To provide individual support for befriender volunteers, run group supervision sessions and facilitate further training for the volunteers |
| 4 | To work with the Face2Face Manager to recruit and train new volunteers, including ensuring DBS checks and references are completed |
| 5 | To develop and then oversee Face2Face groups in East Sussex similar to those already run in Brighton and Hove, working with the Face2Face Manager and the East Sussex befrienders so groups are successful and sustainable |
| 6 | To gather and record contact and personal information for befriendees and befrienders, including consent, and maintain up to date records of all Face2Face work with parents e.g. on the Amaze secure database |
| 7 | To work with other teams and projects within Amaze, make internal referrals to other Amaze services, ensuring the right information is recorded and passed on so those services can respond |
| 8 | To ensure collection of project activity data, outcomes and feedback for Face2Face work and contribute to reporting, monitoring and evaluation processes |
| 9 | To maintain links with parent groups, voluntary organisations and statutory services, in order to publicise the project, attract appropriate referrals, find partnership opportunities for Face2Face groups and reach potential volunteer befrienders |
| 10 | To directly befriend individual parents where particular circumstances make this the most appropriate response |

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|  | **General Responsibilities** |
| 1 | To work within the framework of all Amaze policies and procedures, and in line with Amaze’s values |
| 2 | To attend team meetings, supervision and training as agreed with your manager |
| 3 | To contribute to processes for reporting, feedback, monitoring, evaluation, fundraising and service planning. |
| 4 | To carry out other duties appropriate to the role of Face2Face Project Worker as required |
| 5 | To be self-servicing with use of appropriate IT |

**Person specification**

This post covers East Sussex and will involve travel to parent’s homes and locations across the area. The role is based in Amaze’s office space in Eastbourne with some travel also to Amaze’s main office in Brighton. It is essential that the postholder is prepared to do this travel and has access to a convenient means of personal transport e.g. be driver with access to a vehicle for work.

This post is subject to an Enhanced Disclosure by the Disclosure and Barring Service (DBS check).

**Experience**

Experience of providing a responsive service in a busy context

Experience of working independently and using initiative to solve problems and make things happen

Experience of working with a broad range of people (ideally including families, parents and or young people) and with people who are facing challenges in their lives

Experience of the lives and needs of families that include a child with SEND, ideally gained through personal experience

Experience of supervising and supporting others, ideally volunteers

Experience of using IT and social media comfortably, to manage your work, to communicate, and for collecting and recording information

**Skills and knowledge**

Ability to work positively, calmly and respectfully with people who are under stress

Excellent written and verbal communication skills, including listening skills, a warm responsive manner and the ability to match your written and verbal communication style to varied individuals and purposes

Ability to support and lead groups and to deliver training, or evidence of potential to develop these skills quickly

Well-developed organisation and administration skills, including the ability to juggle varied priorities and maintain systems and processes that are safe and reliable

A good understanding of (and empathy with) the issues facing children and young people with SEND, their parents and their families, and how a peer support/befriending approach can be helpful and empowering

Ability to assess, analyse and respond appropriately to complex information and

Good IT skills, including confidence with Microsoft Office, internet and email, plus some familiarity with social media

Understanding of the importance of safeguarding, confidentiality and data protection and ability to apply this understanding in practice