



Registered Charity No. 1156447

BEDFORD & DISTRICT CEREBRAL PALSY SOCIETY

JOB TITLE: GATEOPENER FAMILY SUPPORT ASSISTANT

PAY SCALE: SCALE 6

BANK POST

RESPONSIBLE TO: JANE HOWARD-WHITE (SERVICES DIRECTOR)

THE ORGANISATION:

Bedford and District Cerebral Palsy Society (BDCPS) supports people with cerebral palsy and associated disabilities and their families and carers in Bedford Borough and Central Bedfordshire, in order to enable them to take control and live life their way. The services offered include the delivery of projects to meet the identified needs of all people and their families and carers.

THE ROLE

The Gateopener Families Support Assistant is responsible for assisting the Services Director (in her role as the Gateopener Family Support Lead) in the delivery of the services that equip families to face the challenges ahead by the provision of support, information and advocacy services.

SPECIFIC RESPONSIBILITIES:

GATEOPENER PROJECT

- Work closely with families to understand their needs and requirements and help them to meet these needs, either as a single response, by short term support or on a longer term basis.
- Research and update knowledge of current trends, available services, rights, legal frameworks and any other disability specific information in order to provide up to date and accurate information to families/carers, and signposting to relevant providers.

- Assess need and provide support specific to the issues/needs where appropriate, including understanding and engaging effectively with all key service providers and providing ongoing support to families going through very difficult times.
- Provide emotional support to families at every stage whether newly diagnosed or adult.
- Advocate for and attend appointments with families.
- Work with other stakeholders in order to ensure appropriate support for the family.
- Respond to and assist in the development of services in the context of the changing external environment.
- Advise the Services Director (or other appropriate responsible person) immediately of any situation which could adversely affect a family or the organisation.

GENERAL RESPONSIBILITIES

- Promote a culture that is led by the needs of service users, their families and carers within all aspects of BDCPS' work.
- Maintain effective channels of communication with parent groups, individuals with disabilities, their families and carers and other service providers to ensure that the service provision continues to support those needs effectively, undertaking home visits and attending meetings where appropriate.
- Liaise and maintain constructive links with statutory, voluntary and community organisations in the catchment area, together with any national organisations as may be required
- Represent BDCPS on external events, committees, forums and groups as appropriate to promote and enhance a positive of image of BDCPS at all times.
- Ensure all information that relates to families is:
 - Kept up to date
 - Kept in accordance with the Data Protection Act
 - Used and kept ensuring strict confidentiality
- Ensure the effective recording of metrics, interactions and outcomes.
- Continually reflect on and review the service provision in order to ensure continued improvement and development.
- Ensure that equal opportunities are promoted in all aspects of the work of the organisation.