



Rare opportunity to join our award-winning team!

We are expanding and are looking for a special someone to join our small and specialist family support team. If you are experienced in supporting children on the autism spectrum, providing advice and support to parents, and can nurture, enable and inspire parents/carers and children – then we want to hear from you!

## Family Support Worker

### Job Description and Person Specification

AFSO is a **lifeline to so many families**. I cannot think of any other service that has been as supportive, encouraging and consistent as AFSO  
- Parent

**Job Title:** Family Support Worker

**Salary:** £27,000 - £28,000

**Hours of Work:** 37 hours per week.  
Core working hours are Monday to Friday 9am-5pm. Some evenings and weekends will be necessary.  
The post holder will be responsible for managing their diary accordingly.

**Contract:** One-year fixed term, with continuation expected subject to funding. Secondment will be considered.

**Location:** Substantial outreach community work with travel across Oxfordshire. One to two days per week based at the Autism Family Support Oxfordshire (AFSO) office at Crabtree Place, off Audlett Drive, Abingdon, OX14 3GD. Flexible working from home by agreement. NOTE: Remote working either from home or our office is required during the current COVID-19 restrictions.


**Reporting to:** Family Support Team Leader.

**Line Management:** No line management duties, but occasionally responsible for project management, as agreed.

**Working closely with:** Community Outreach Worker.  
AFSO staff and volunteers.  
External statutory, voluntary, and private agencies.

## MAIN PURPOSE OF THE JOB

1. Fulfil AFSO's ethos to nurture, enable, and inspire families living with autism.
2. Apply an excellent understanding of the complexities of autism, both with and without learning disability.
3. Provide targeted autism-specific support, information and advice to parents/carers of children aged 0 – 13 years on the autism spectrum.
4. Co-deliver training to parents, young people, and professionals.
5. Manage and facilitate group work with parents and young people.
6. Maintain links and promote joint working with the statutory, voluntary and private sector, relevant to the post.
7. Liaise effectively with AFSO's Community Outreach Worker and Family Support Team Leader, and other staff.
8. Liaise effectively with external professionals and partners to improve outcomes for children on the autism spectrum and their families.
9. Identify, develop, and deliver new services, in agreement with the Family Support Team Leader.
10. Responsible for record keeping, reports and correspondence relevant to the post including data collection and monitoring records.



I felt **listened to and supported.**

- Parent

Advisory support and supervision will be available from the Family Support Team Leader.

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## MAIN DUTIES

### 1. Working with parents/carers, and children and young people to:

- Build a nurturing and enabling relationship with families, whilst maintaining professional boundaries.
- Deliver information, advice, and support to parents/carers via community-based advice surgeries; parent support groups; telephone, email, virtual meetings; multi-agency meetings and occasional home visits.
- Enable parents to support their child by providing autism-specific advice, including behavioural strategies, emotional support, and social care and health processes.
- Enable families to identify the needs of their children with autism and to access appropriate services.
- Signpost or refer to external providers.
- Act as an advocate for families, if required, in their relationship with agencies.
- Enable parents to develop necessary skills for peer support.
- Enable the views of parents/carers to be heard and represented within the county.
- Work with other professionals involved, to identify sources of support or information for families.
- Provide confidential and impartial information and advice.
- Assist the Activity Coordinator to plan and develop activities for children.
- Attend holiday activities to provide direct support to children and co-facilitate activities, as required.
- Attend occasional youth group sessions to provide direct support to children or individual members.

## 2. Work with statutory, voluntary, and other services to:

- Identify relevant services and their criteria, and capacity.
- Build links with agencies to allow signposting of children/families and ensure families receive appropriate support.
- Identify possible joint working or partnerships.
- Improve autism awareness and better outcomes for children, young people and families.
- Assist the Family Support Team Leader with improving local workforce development.
- Develop existing and new partnerships to improve outcomes for children, young people and families.

## 3. Work with the Family Support Team Leader to:

- Monitor emerging issues and identify community needs.
- Identify, develop and deliver services.
- Identify and deliver training programmes together with colleagues and external partners.
- Identify and develop partnerships with external organisations.
- Produce periodical monitoring and evaluation data, reports and summaries.
- Identify key areas of development within AFSSO.


## 4. Operational duties:

- Work in accordance with AFSSO's ethos to nurture enable and inspire families.
- Work in accordance with AFSSO's policies and procedures.
- Contribute to the work of AFSSO and participate in team meetings.
- Attend meetings, training, seminars and conferences as appropriate for the role.
- To undertake other duties as requested by the line manager.

**This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties. Duties may need to be adjusted according to the needs of the service and in keeping with the general profile of the post.**

## SUMMARY OF TERMS & CONDITIONS OF EMPLOYMENT:

- Annual Leave entitlement - 25 days plus bank holidays.
- The post is subject to a satisfactory Enhanced DBS check and a 3-month probationary period.
- Pressures inherent to the job:
  - Unsocial Hours – Occasional evenings and weekends.
  - Dealing with emotional and behavioural difficulties associated with autism.
  - Managing expectations from families.
  - Managing expectations from professionals.
  - Working in complex and emotional situations.
  - Lone working.



**You guys really  
know your stuff  
and are now my  
first point of call**

- Parent

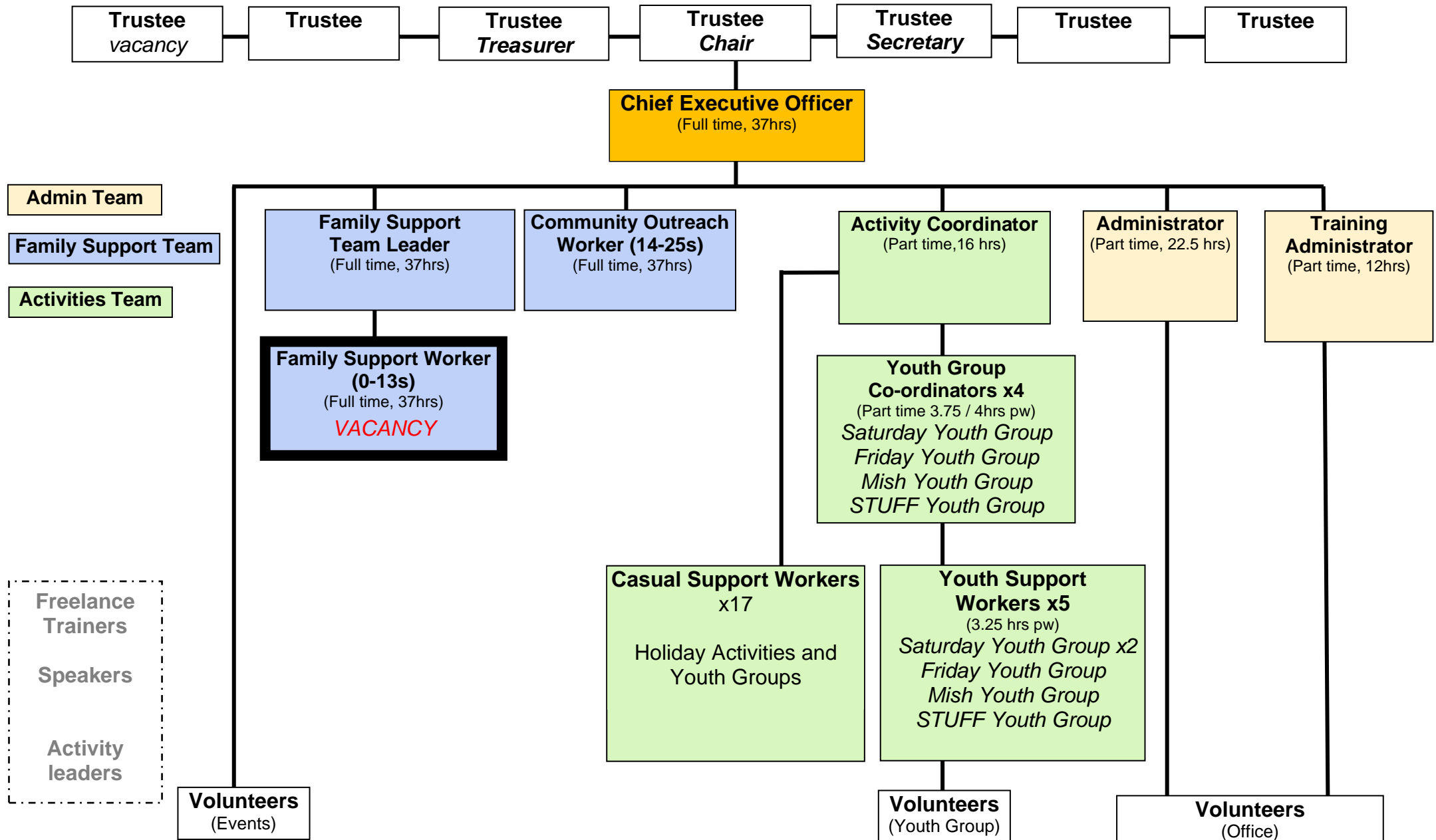
# PERSON SPECIFICATION

## Job Title: Family Support Worker

The successful candidate will have all the experience and skills listed as 'Essential' in the criteria below. This criteria will be assessed in the shortlisting process.

<b>Experience</b>
<b>Essential</b> <ul style="list-style-type: none"><li>• Professional experience of working with parents of children with autism.</li><li>• Professional experience of providing autism-specific advice.</li><li>• Professional experience of working with children with autism both with and without learning disability.</li><li>• Professional experience of working with education, social care, or voluntary sector.</li><li>• Professional experience of managing heavy workload and own casework.</li><li>• Experience of handling confidential information and accurate record keeping</li></ul>
<b>Desirable</b> <ul style="list-style-type: none"><li>• 5 years' experience in a similar position.</li><li>• Facilitating multi-agency meetings</li></ul>
<b>Educational achievements, Qualifications, Training and Knowledge</b>
<b>Essential</b> <ul style="list-style-type: none"><li>• A relevant qualification and/or experience in the field of education, health, social care, or community work.</li><li>• A relevant qualification and/or experience in working with people on the autism spectrum.</li><li>• Undertaken training in and has experience implementing Safeguarding Children, Confidentiality, Data Protection, and Equal Opportunities policy and procedures.</li></ul>
<b>Desirable</b> <ul style="list-style-type: none"><li>• NVQ level 3 or equivalent in related field</li></ul>
<b>Job related aptitude and skills</b>
<b>Essential</b> <ul style="list-style-type: none"><li>• Ability to communicate effectively with neurodiverse and neurotypical people.</li><li>• Tactful, supportive and non-judgemental.</li><li>• Flexible, proactive and responsive style of working.</li><li>• Ability to maintain professional boundaries.</li><li>• Exceptional organisational skills, good timekeeping and ability to meet deadlines.</li><li>• Able to work as part of a team and respond to the needs of the team.</li><li>• Able to work independently, self-motivated and using initiative.</li><li>• Competent in Microsoft Outlook, Word, PowerPoint, and basic Excel</li></ul>
<b>Special Requirements</b>
<b>Essential</b> <ul style="list-style-type: none"><li>• Own car and ability to dependably travel across Oxfordshire.</li><li>• Ability to work some evenings, and weekends.</li><li>• Satisfactory Enhanced DBS disclosure.</li><li>• Two satisfactory references from current / recent employers.</li></ul>

# Organisation Chart



If you meet all our essential criteria –  
we would love to hear from you!

## To apply for this post

We require all applicants to complete an Application Form. The Application Form and Equal Opportunities Form are available from our website:

[www.afso.org.uk/vacancies](http://www.afso.org.uk/vacancies)

Please email a completed Application Form and Equal Opportunities Form to:  
Gita Lobo, Chief Executive Officer, **Email: [gita@afso.org.uk](mailto:gita@afso.org.uk)**

Please note:

- CVs will not be accepted
- All offers of employment are subject to a satisfactory Enhanced DBS check, and 2 references.

For specific enquiries about the vacancy please contact:

Gita Lobo, Chief Executive Officer.

Tel: 07929 379125 Email: [gita@afso.org.uk](mailto:gita@afso.org.uk)

**Closing Date: Sunday 17<sup>th</sup> January 2021**