



Role Description

VOLUNTEER

Family Outreach Worker

One Year Fixed Term Contract

From 1st April 2019 to 31st March 2020.

Hours of volunteering

Flexible working hours, week days

Reporting to:

Reporting to the Family Outreach Worker

Aim of the Family Outreach Worker role:

All work conducted by the Volunteer Family Outreach Workers will be monitored and supervised by a Family Outreach Worker.

The Volunteer Family Outreach Worker will support families affected by Autistic Spectrum Disorder and related conditions. Often these families are vulnerable; experiencing social isolation and mental health problems.

The Volunteer Family Outreach Worker will provide support to the families, by telephone, email and by visiting them in their home. Support includes: offering advice, signposting to services, helping to overcome challenging behavior, helping to fill out application forms. They will also attend important family meetings and address the impact on siblings.

Tasks under the supervision of the Family Outreach Worker:

- Take calls and responding to emails from families requesting support.
- Visit families in their home to talk about issues they are experiencing in order to offer support.
- Deal with new referrals.
- Offer advice and signpost to services.



- Help families to complete application forms and guide them through diagnosis / educational statement / CAMHS.
- Attend and support families at important meetings (e.g. with social workers and schools).
- Plan, coordinate, research and lead the Parent Support Groups.
- Undertake training as required.
- Work with our partnering organisations; National Autistic Society, AVOW, Integrated Autism Service...
- Complete relevant documents as required.
- Record evidence of support and the progress of individuals.
- Maintain professional internal and external relationships, complying with all policies and procedures.
- Any other task deemed appropriate by both the company and the employee.

Person Specification

- To have an empathetic approach to individuals with ASD and related conditions, their families and carers.

The Volunteer Outreach Family Worker will need to offer practical and lifechanging support whilst showing empathy and listening to the very difficult situations being faced by the families.

- Have a positive attitude and patient work ethic.
- To be proactive and have a team approach.
- Excellent interpersonal skills
- Excellent communication skills
- Aptitude to learn
- Flexibility in approach
- To have the ability to use initiative



- Be approachable and non-judgmental

Qualifications

Essential

- Current working experience in a setting involving ASD or related conditions, or currently studying towards gaining a qualification in a field associated with ASD or related condition.
- Working knowledge of computers
- Good standard of education including English at GCSE grade C
- Good reporting and recording skills

Desirable

- Awareness of difficulties facing ASD families.
- A knowledge of what services are available to support individuals and families with an autistic spectrum disorder and related conditions.
- To have knowledge of safeguarding procedures and child / young adult protection.

Confidentiality & DBS

During the course of employment, staff may have access to Confidential Information. Any Confidential Information, whether oral, written, or electronic, should be maintained in a manner that ensures its confidentiality.

All post holders will have to undertake an enhanced DBS check as per our Child protection policy.