



PAC-UK



Job description

Job Title: Adoption Support Worker

Location: North East

Hours: 37 hours (full time), part time/job share applicants welcome

Grade: 3 Point 20-23

Service: Adult Services, Adoption NE

Reports to: Head of Adult Services

Principal Accountabilities:

1. To provide advice, guidance and support to adult adoptees, i.e:

- Advice and support to deal with issues arising from their adoption
- Advice and information about Schedule 2 process and accessing adoption records
- Advice and Information regarding Intermediary Services and contact registers
- Signposting to relevant training workshops or groups or other services

2. To provide advice, guidance and support to contemporary and historic birth parents and relatives, including:

- Information about the adoption and permanency process
- Advice and support to help them deal with the loss of a child/children to adoption or permanency
- Support in maintaining appropriate contact, for example through letterbox arrangements or face to face contact
- Advice about contact registers and leaving appropriate information on their child's files
- Advice and Information regarding Intermediary Services
- Support with reunion and post-reunion issues
- Signposting to relevant training workshops or groups or other services

3. To set up and maintain accurate and factual written case records and contacts for all service users using the PAC-UK database and ensure that mandatory forms are completed

4. To take clear and concise referrals and ensure correct information is put onto the database



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5. To ensure that all referrals are processed according to correct procedures and passed to the Adult Manager for action and allocation where appropriate.
6. To keep abreast of new developments in adoption legislation and practice
7. To remain familiar with Family Action policies and procedures
8. To participate in relevant training and development events
9. To participate in both the evaluation and monitoring of the service, and in planning future practice and policy developments
10. To participate regularly in supervision including clinical supervision sessions provided by PAC-UK up to six times per year
11. To carry out or participate in all such other tasks and activities that will help develop and promote Family Action services.
12. To provide advice and appropriate information on Family Action services to local authorities and other professionals, and to take referrals for counselling as necessary
13. To participate in information giving or publicity activities as required in liaison with Family Action operations staff
14. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being **people** focused
 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services
15. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
16. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



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Person Specification
Adoption Support Worker
Location: North East



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1. A professional qualification in Social Work or Therapeutic Counselling/Psychotherapy, registration with a relevant professional body i.e. HCPC, BACP, UKCP, UKRCP, BPS and evidence of a commitment to continuing learning and professional development.
2. Relevant post-qualifying experience in adoption work
3. Professional up to date knowledge of adoption law and practice
4. Evidence of a sound understanding of how adoption and permanency can affect everyone involved, whether they are birth relatives, adopted children and adoptive parents, or adults who were adopted as children
5. Knowledge of strategies for supporting parents with challenging behaviour
6. Knowledge of Schedule 2, access to birth records, access to adoption records and Intermediary advice & counselling
7. Knowledge of telephone counselling
8. Experience of counselling/professional work with those affected by loss, early trauma and attachment difficulties
9. Experience of counselling/professional work with all parties to adoption including permanency
10. Experience of counselling/professional work with couples and families
11. Experience of supporting adoptive/permanency carers with strategies for managing children with challenging behaviour.
12. Experience of Schedule 2 and intermediary work
13. Experience of telephone counselling
14. Active interest and experience of working with people of different racial, ethnic, cultural backgrounds
15. Experience of working sensitively with confidential material
16. Experience of delivering training & running groups in adoption related issues
17. Ability to respond sensitively to highly distressed clients
18. Able to work independently as well as in a team setting



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19. Good organisational and time management skills, ability to prioritise a busy workload
20. Excellent communication skills, both verbal and written
21. Willingness to utilise telephone counselling including Skype
22. Computer literacy (Microsoft Word and Outlook) - ability and willingness to input sensitive data electronically
23. Excellent interpersonal skills with ability to relate to internal and external contacts at all levels, and to represent Family Action by telephone and in person
24. Outreach Counsellor: Willingness to travel in the surrounding region
25. Advice Line counsellor: Ability to provide a broad spectrum of advice on adoption issues to professionals and members of the public alike
26. Willingness to work outside of normal working hours
27. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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 - Reflecting a '**can do**' approach
 - Striving for **excellence** in everything we do
 - Having **mutual respect** for everyone we work with, work for and support through our services