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| Profile Title: | Family Involvement and Information Officer (Disabled Children and Young People) |  BARNSELEY Metropolitan Borough Council | | | |
| Reports to: | Families Information Service Manager | | | | |
| Employee Management: | None | Grade: | 7 | Profile Ref: | 58760 |
| Purpose of the Post | | | | | |
| <p>Lead on the development and implementation of the information, advice and guidance service to families and carers with children and young people who have a disability or complex health need.</p> <p>Ensure that information is tailored to their individual needs and readily accessible in a range of formats.</p> | | | | | |
| Responsibilities | | | | | |
| <ul style="list-style-type: none"> • Lead on the development and implementation of a multi agency Information Strategy for disability services for families and young people that is accessible, relevant and accurate, joined-up and user-focussed. • Provide professional advice, information and guidance, including signposting to other services where appropriate. • Research and update information on relevant services offered in Barnsley, its neighbouring areas and national services. • Input information into a database so parents and professionals have one point of contact for information. Lead on the local offer database, seeking feedback from users. Ensure that information is accurate and regularly updated. • Produce news articles and lead on the production and distribution of a multi agency newsletter for families with disabled children - ensuring that young people and parents are intrinsically involved throughout the process. • Plan, co-ordinate, deliver, evaluate and review outreach development and co-ordinate information/literature throughout the borough in centres accessed by families at the point of diagnosis and beyond. • Maintain, develop and promote (using various mediums) a Barnsley Disabled Children's Register to enable newsletters and other information to be provided to as many families as possible. • Collate, analyse and present information, to inform the planning, development and delivery of services to disabled children and their families. • Liaise with internal and external stakeholders including managers, employees, members of the public and partnership agencies to develop links and good working relationships. • Develop and maintain knowledge of relevant local procedures and relevant national legislation. • Play a key role in the development of the Family Information Service. • Contribute to the development of service strategies, policies and plans. • In collaboration with the council's communications and marketing team, develop and implement a communications strategy that meets the needs of children with disabilities and their families, including | | | | | |

marketing and production of publicity materials.

- Attend relevant Boards or submit regular progress reports.
- Lead, plan, co-ordinate and review, in conjunction with parent/carers/young people, an annual event to exchange information, share best practice and seek feedback from service users.
- Undertake any other duties commensurate with the role as requested by management.

| Education and Training | Measure | Rank |
|--|----------------|-------------|
| <ul style="list-style-type: none"> • Level 4 in relevant discipline | A/C | E |
| Relevant Experience | Measure | Rank |
| <ul style="list-style-type: none"> • Significant experience of providing advice, guidance and support to families with disabled and complex health needs children | A/I | E |
| <ul style="list-style-type: none"> • Experience of developing strong and effective links with a range of organisations in the public, private and voluntary sector | A/I | E |
| <ul style="list-style-type: none"> • Experience of working within a multi-agency team or environment | A/I | E |
| <ul style="list-style-type: none"> • Experience of working with IT and Communication/Information Systems | A/I | E |
| <ul style="list-style-type: none"> • Experience of producing written and statistical reports, information leaflets and guidance and contributing towards service plans | A/T | E |
| General and Special Knowledge | Measure | Rank |
| <ul style="list-style-type: none"> • Knowledge of local and national strategies, policies and legislation relevant to the area of work | A/I/P | E |
| <ul style="list-style-type: none"> • Working knowledge of Microsoft applications | A/T | E |
| <ul style="list-style-type: none"> • Knowledge of the pressures facing local government | A/I | D |
| <ul style="list-style-type: none"> • Knowledge of the range of services available to disabled children young people and their families, both nationally and locally | A/I | E |
| <ul style="list-style-type: none"> • Knowledge and understanding of the needs of disabled children and their families | A/I | E |
| Skills and Abilities | Measure | Rank |
| <ul style="list-style-type: none"> • Excellent communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders | A/I/P | E |
| <ul style="list-style-type: none"> • Ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. | A/I | E |
| <ul style="list-style-type: none"> • Strong customer services skills and the ability to give information in a sensitive and confidential manner | A/I | E |
| <ul style="list-style-type: none"> • Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision | A/I | E |
| <ul style="list-style-type: none"> • Ability to maintain comprehensive and accurate information | A/I | E |
| <ul style="list-style-type: none"> • Ability to use own initiative and work independently and as part of a team | A/I | E |
| <ul style="list-style-type: none"> • Ability to produce quality documentation including reports, ensuring they are suitable for particular audiences | A/T | E |

| <ul style="list-style-type: none"> Ability to carry out research, including leading on focus groups to support information systems and to help develop/improve services | A/I | E |
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| Additional Requirements | Measure | Rank |
| <ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. | A/I | E |
| <ul style="list-style-type: none"> Willing to undertake training and continuous professional development in connection with the post. | A/I | E |
| <ul style="list-style-type: none"> Work in accordance with the council's vision, priorities, values and behaviours. | I | E |
| <ul style="list-style-type: none"> Able to undertake any travel in connection with the post. | A/I | E |