



JOB DESCRIPTION

Job title:	Maintaining links Support Worker
Service:	PAC-UK, Leeds
Salary:	Grade 3 Point 16-19: £24,971 FTE per annum, rising to £27,504
Hours:	37 hours per week (full time)
Location:	Hybrid with travel to Hollyshaw House, Leeds and surrounding areas
Responsible to:	Practice Manager

Job Summary:

PAC-UK, the UK's largest independent adoption support agency, is seeking a compassionate Support Worker to assist families who have been separated from children by adoption in maintaining meaningful contact with their children. In this role, you will support families both remotely and in-person, helping them navigate the process of staying in touch through letter writing and other arrangements. With a focus on the emotional complexities of contact, you will provide guidance to parents as they write and communicate with their children, helping support positive connections. This role is central to PAC-UK's mission of placing birth parents at the heart of our work.

Key Tasks & Responsibilities:

1. To support and promote post adoption contact arrangements between all parties
2. To support birth parents and relatives via telephone, video call and in person support where necessary, to understand their post adoption contact arrangements and support
3. To support the Adoption Support team where required such as completing pieces of work required with birth parents as advised by the teams Social Workers, Counsellor or team manager of the service
4. To support with the running of in person and online birth parent support groups across the service including the administrative support required.
5. To be the point of contact for birth families amongst the team and support with telephone calls and associated administrative tasks
6. To be the conduit between Regional Adoption Agency Letterbox teams and birth parents and support families to request a review of contact arrangements if parties request
7. 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. Seek advice and support from your line manager and/or identified



individuals to discuss safeguarding related concerns and risk (e.g. abuse, domestic violence, escalated mental health).

8. Forge strong and collaborative relationships with local organisations and community groups so that birth parents can be sign posted effectively for further support needs
9. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision and attendance at team meetings
10. Seek and act on regular feedback about the quality and impact of our support to birth parents and provide this to the Practice Manager quarterly
11. Maintain high quality, comprehensive recording of work with families
12. Undertake own administration and keep timely and accurate records whilst at all times adhering to GDPR, confidentiality and information sharing protocols and provide monitoring information as required.
13. Support the Team Manager, Social Worker and Counsellors on the team with internal and external meetings and events to promote, support and celebrate the work of the service and agencies.
14. Embrace and implement Family Action's Equality, Diversity & Inclusion Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
15. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
16. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	Level 3 qualification equivalent /National Diploma in Health and Social Care, Youth Work, Mental Health or a related field, and a commitment to continued learning and professional development.	✓	
2.	Educated to degree level or above in a relevant sector.		✓
Experience			
3.	Experience in working within adoption support		✓
4.	Experience working in a multi-disciplinary team, with the ability to confidently build relationships with a range of professionals, stakeholders and services.	✓	
5.	Experience of supporting birth families with post adoption contact i.e. Letterbox		✓
6.	Experience of supporting the running of Support groups including associated administrative tasks		✓
Knowledge & Skills			
7.	Knowledge of the life long impact of adoption and the loss associated with this for birth families	✓	
8.	Working knowledge of Adoption legislation relevant research in relation to maintaining relationships post adoption		✓
9.	Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders.	✓	
10.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.	✓	
11.	Proficient in Microsoft Office, MSTeams with strong IT and administration skills.	✓	
Values			
12.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> • 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 	✓	
13.	Be committed to equal opportunities and uphold and comply with Family Action's Equality, Diversity & Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
In addition			
14.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.	✓	