



CPotential
we do

JOB PACK

Family Support Manager

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from the CEO

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cpotential.org.uk

Job sponsored by

**Slater
Gordon**
Lawyers

IM irwinmitchell

WELCOME

Dear Applicant,

Thank you for your interest in the position of Family Support Manager.

This is an exciting opportunity for someone engaging and passionate to carve out this newly funded role and make it your own.

Significant experience of working in a customer service/client facing role is essential, ideally within family support, education, clinical or fundraising/charity services environments. You will also have extensive planning and organising skills with a can-do attitude.

You will play a vital role in developing and nurturing families through a seamless journey of care. As the liaison between our multidisciplinary team (MDT) and client families, you will ensure the family receives support in all areas of need, acting as an advocate and champion.

As a highly confident and empathetic communicator, you will relish building effective relationships by nurturing parents and carers through an important and attentive journey of care from the moment they arrive with us for assessment and beyond.

Supporting our marketing and fundraising activities is also fundamental to this role, where you will actively look for fundraising opportunities, marketing content and promote service uptake by introducing clients/families to new services.

For further charity insight, I encourage you to [watch our video](#), [visit our website](#) and browse our social media pages across Facebook, Instagram, Twitter, LinkedIn and YouTube.

To apply, please email Johanna at jvigilante@cplondon.org.uk with your CV and a Cover Letter explaining your suitability against the criteria outlined in this pack, and why you would like to work for CPotential. We are accepting applications on a rolling basis.

We look forward to hearing from you.

Best wishes,



Brett Parker
CEO



JOB DESCRIPTION



- Job title:** Family Support Manager
- Reports to:** Partnerships & Communications Manager
- Contract:** 12-month fixed term contract, with extension review dependent on funding by legal partners Slater & Gordon and Irwin Mitchell
- Days/hours:** Part-time, 28 hours per week with flexibility to include occasional weekend working if necessary. (Will consider a minimum of 21 hours per week)
- Salary:** £30,000 per year pro rata
- Annual leave:** 30 days per year pro rata (3 days to be reserved for the Christmas/New Year closure)
- Location:** CPotential, 143 Coppetts Road, London N10 1JP

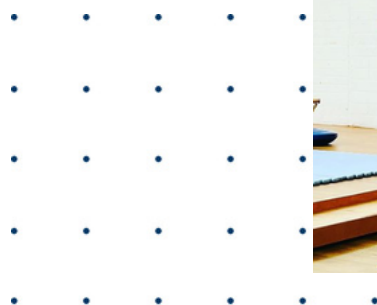
Job summary:

To liaise between the clinical team (MDT) and client families to develop and nurture a seamless journey of care, from assessment to accessing therapies and therapy plan reviews.

To actively assist the fundraising and marketing team in identifying and generating client family leads for supporting the charity.

Demonstrate CPotential’s values of being professional, honest, reliable, collaborative, integrated, inclusive, curious, innovative, approachable, and adaptable in your conduct when representing the charity.

This role has been funded by our legal partners Slater & Gordon and Irwin Mitchell.



Key Tasks and Responsibilities

- Assist the clinical team within the process of multidisciplinary assessments and help ensure that target orientated clinical pathways are developed and in place for all families
- Act as coordinator alongside the clinical team, ensuring that regular client review meetings take place and family support needs are addressed appropriately
- Build relationships with client families and external partners to deepen the organisations understanding of client needs, extending support, and acting as an advocate and champion
- Work alongside the Practice Manager and clinicians to ensure that clients are well supported through their therapy plan and experience at CPotential, supporting the team to ensure that therapy plans remain appropriate
- To represent client families and evaluate parent feedback to help inform discussions with the senior leadership team, including contributing towards possible service developments
- Assist in generating content for the marketing department, such as case studies, photos, videos
- Actively promote service uptake by liaising with the clinical team to introduce client families to appropriate new services
- Take part in regular reviews with joint legal sponsors, to ensure appropriate and up-to-date information and literature is being provided and client need is met
- Form close partnerships between parents/carers, independent therapists and CPotential clinicians
- Signpost to other agencies as appropriate and support parental engagement with a range of services, grants and expert advice
- Maintain accurate and concise client records within internal systems and client management system (Cliniko), updating accordingly and ensuring data protection requirements are met
- Support the clinical team in the development of reviewing and evaluating outcome measures and projects to enhance support service quality and impact
- Deal with difficult situations and/or individuals in a calm, fair but effective manner
- Deal with sensitive and personal issues in confidence displaying compassion and empathy
- Ensure all liaison with families is clearly within safeguarding guidelines and refer any safeguarding issues that arise promptly and sensitively
- Adhere to all CPotential's standards, policies and procedures.

PERSON SPECIFICATION



Knowledge and Experience

Essential

- Significant experience of working in a customer service/client facing role, ideally within family support, education, clinical or fundraising/charity services environments
- Experience of working with families and children (paid or voluntary).

Desirable

- Experience of working with families and children with disabilities
- Experience of working in a clinical setting
- Experience or knowledge of neurological conditions, such as cerebral palsy, brain injury and global developmental delay
- Experience of using Cliniko database.

Skills and Abilities

Essential

- Extensive planning and organising skills, diary management and deadline setting
- Ability to manage own caseload, work autonomously and set own priorities
- Substantial MS Office skills, in particular Outlook, Word, Excel
- Ability to maintain accurate notes and records on clinical database (Cliniko)
- Ability to reflect and critically appraise own performance
- Ability to prioritise tasks and respond efficiently in a timely manner
- Effective communication/negotiation skills, and ability to adapt communication style to suit the audience
- Ability to build effective and supportive working relationships with all stakeholders
- Ability to cope with distressing and emotional environments, and show empathy and compassion
- Ability to understand the child and parent/carer culture and diversity and provide services appropriate to individual needs
- To demonstrate resilience with the ability to work well under pressure
- To work swiftly with accuracy and efficiency
- Flexible working across the week, including occasional weekend working where necessary.

Special Conditions

- This role requires an Enhanced Disclosure & Barring Service (DBS) Check
- Willingness to assist with other admin duties on occasion when in the Centre.



Holiday

Learning and development

Family support

Pension scheme

Employee Assistance Programme

Enhanced Healthcare Insurance



A 4x6 grid of dots, consisting of 4 rows and 6 columns of small black dots.

Come and
join the ride



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