



Job Summary: Full Time Family Support Worker

HDANI works with people affected by Huntingtons Disease across Northern Ireland. We are seeking a full-time support worker to join our small but dedicated team. We want someone to provide support and information to people affected by Huntington's Disease and their families helping to maintain their independence and lead as normal a life as possible, empowering them to access their full entitlements, keeping them informed of developments in the management of the disease and assisting them in connecting and engaging with other people affected by HD.

Due to the logistics involved and to ensure the best use of our resources we require someone to work from their home in either the Western or Northern Trust areas as the new post holder will cover these areas. The successful applicant will work flexibly 35 hours a week alongside a small team of experienced support workers who will be covering the rest of the province.

Once you have settled in and undergone training and induction your working week will be a mix of making and taking calls with service users and stakeholders, dealing with emails, keeping your records up to date, visiting service users in their homes, attending awareness raising and networking events and eventually facilitating your own monthly support group. You will be continuously learning and constantly meeting new people.

Staff are provided with home office equipment, internet access, a mobile phone and are paid mileage. The role includes potential for flexi time, a generous leave package, pension contribution and an Employee Assistance Programme as well as continuous access to training.

Due to the nature of the post staff are required to have a full licence, car insurance with business cover and have access to transport to allow them to fully meet the requirement of the post. This is a challenging and rewarding opportunity for someone with empathy, enthusiasm and experience in Health and Social Care to work with a remarkable and resilient group of people.

Personal Specification

You will be passionate about helping people. You will have a qualification in social care/social work/nursing/counselling or other relevant area. You will have worked for over 2 years with individuals or families with complex needs preferably in the areas of mental health or disability. You will have a clear understanding of the range of statutory and voluntary services available to carers and people with a disability or serious illness. You will have an ability to work with people in crisis in a calm and professional manner. You will have exceptional communication skills and be empathetic and non-judgmental. You will be self-motivated and well organised with strong administrative skills. You will have an understanding of the need for client confidentiality and collaborative working and be able to travel independently within the service area. You will work flexibly and efficiently to meet the needs of clients and the Association. Ideally you will have knowledge and experience, gained either personally or professionally, of Huntingtons Disease however full training and induction support will be provided to the successful candidate. Other staff members have brought a wealth of skills and knowledge to the post despite having no previous HD experience and provided an invaluable service to clients while learning on the job.

Roles and Responsibilities:

Support and Information

- Provide support and information to members via home visits, telephone, email and other communications.
- Work to maximise the reach of HDANI by ensuring a good working relationship and effective referral process with relevant statutory bodies e.g. the Genetics Department at Belfast City Hospital, neurology, social work and mental health teams, neurological care advisors, carer co-ordinators.
- Respond to enquiries about HD and the work of the Association, offering support or sign posting to other appropriate services provided by HDANI, the Genetics Department at Belfast City Hospital and other statutory and community / voluntary agencies.
- Advocate and represent individual's needs when liaising with other organisations.
- Actively facilitate regional support groups, events and opportunities for members to connect.
- Raise awareness of HD and HDANI through engagement, information sharing and training with statutory and community/voluntary organisations.
- Contribute to the development of print and online materials including web content and newsletters.
- Engage with HD colleagues in other jurisdictions to develop and share best practice and support research & represent HDANI on relevant external partnerships and at meetings as required.

Administration and Reporting

- Maintain comprehensive individual/family client files.
- Keep an accurate record of your daily activities.
- Provide general day to day administration to support HDANI as required.
- Ensure compliance with all HDANI policies.
- Contribute to the development and implementation of HDANI strategies and operational plans.
- Assist with member activities including but not limited to befriending, awareness raising, events, youth activities and fundraising as required.
- Ensure the most effective use of the Charity's resources.

Personal Specification

Dimension	Scope	Essential	Desirable
Personal attributes	Passionate about helping people Empathetic and non-judgmental Ability to work with people in crisis in a calm and professional manner Self-motivated and well organised	* * * *	
Skills	Excellent verbal and written communication skills Strong administrative skills Effective time management Ability to lead a group setting IT literate and proficient in the use of Microsoft Office packages	* * * * *	
Experience	Over 2 years working with individuals or families with complex needs Over 2 years' experience of working with people in the areas of mental health or disability.	*	*
Understanding	Of the need for client confidentiality and collaborative working with other professionals or organisations Of the impact of being a carer or of living with a disability or serious illness	* *	
Knowledge	Knowledge and experience, gained either personally or professionally, of Huntingtons Disease		*
	Of the range of statutory and voluntary services available in Northern Ireland to carers and people with a disability or serious illness	*	
12.	Of benefit entitlements for carers and disabled individuals		*
Qualifications	qualification in social care/social work /nursing/counselling or other relevant area	*	

Other Requirements	Willingness to undertake learning and training on HD	*	
	Must be able to travel independently throughout Northern Ireland	*	
	Ability to work flexibly, from home or other agreed site, outside of office hours and with minimal supervision	*	
	Experience of working in the community		
	Ability to use charity resources (time/money etc) effectively	*	
	Post holder will be subject to an Access NI Check	*	