



Kinship Family Worker (Surrey)

Programmes team

Information for applicants for the post of: *Kinship Family Worker (Surrey)*

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details:

Job title: Kinship Family Worker (Surrey)

Responsible to: Regional Programmes Manger

Duration: Fixed Term until 31 March 2027

Location: Based in Surrey, with some remote working and community and home visits, and occasional travel to head office in London.

Working Hours: Full-time, 35 hours per week (flexible, working minimum of 28 hours/per week considered – pro rata)

Salary: £26,500 per year, pro rata

Leave allocation: 24 days annual leave (30 days FTE), plus bank holidays pro rata for part time hours (1 April to 31 March).

About Kinship:

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

Purpose of the role:

Kinship Connected is an evidence-informed 6-month intervention for kinship carers. It is delivered in the home and in the community. As a Kinship Family Worker for Kinship Connected, you will deliver our flagship programme to families in Surrey. You will provide intensive one-to-one support to kinship carers to empower them to become resilient, well informed and equipped with a strong support network to help them care for the children in their care. You will help them to navigate their local ecosystems and support them to unlock community assets and support.

Alongside this, you will play a key role in the delivery of Kinship's Ready Programme in Surrey, ensuring kinship carers are supported to access and engage with workshops and wider kinship services that meet their needs. The Kinship Ready programme is designed to support prospective and new kinship carers understand their journey to becoming Special Guardians.

You will be committed to the work of Kinship, passionate about making a difference to the lives of vulnerable families, and you will have proven experience of working with families, particularly those in more disadvantaged circumstances.

You'll bring excellent relationship building, communication and organisational skills, as well as the ability to work on your own initiative and collaboratively with partners, both externally and internally.

The type of person we're looking for:

Key responsibilities:

One-to-one support

You will provide intensive one-to-one support, directly to kinship carers for up to six-months working within the Kinship Connected delivery model. This may include, but is not limited to:

- 1:1 emotional support
- Advocacy support in meetings
- Supporting kinship carers to attend a peer support group
- Liaising with local organisations that can offer specialised support and training
- Liaising with schools or other organisations
- Supporting kinship carers with the behaviour of the child/ children in their care
- Signposting to other support services
- Grants – support with grant application for essential items and holiday breaks

- Setting up and facilitating a monthly support group within your commissioned area
- Signposting carers to Kinship training opportunities or organising targeted training workshops within your LA

Ready Programme delivery and coordination

As part of your role, you will support the effective delivery of Kinship's **Ready Workshops**, working closely with the internal colleagues and the local authority.

Responsibilities include:

- Booking kinship carers onto Ready workshops and supporting their engagement throughout the programme
- Registering carers via scheduled phone calls, ensuring they understand the programme and feel supported to attend
- Identifying and responding to any additional needs carers may have, including reasonable adjustments, access needs or emotional support, and signposting appropriately
- Referring carers to other Kinship services such as Kinship's Advice service, Peer to Peer and Training and Support
- Occasionally assisting with the delivery of Ready Programme workshops online
- Completing administrative tasks related to the programme, including registering attendance, maintaining accurate participant records and updating internal systems
- Collating feedback, monitoring outcomes and gathering other relevant data to support evaluation, reporting and continuous improvement of the Ready Programme

Collaboration

- Working closely with other teams across the organisation, including, Comms and Campaigns, Peer Support, Training and Development, Advice, ensuring kinship carers are at the heart of everything we do.
- Support local authorities to understand the referral process and to make referrals to the programme
- Work with local authorities to raise awareness of kinship care
- Where possible and relevant, represent Kinship at external events and meetings

Safeguarding and risk management

Kinship has a robust safeguarding structure. You will be supported by a Designated Safeguarding Lead (DSL) and Designated Deputy Safeguarding Leads (DDSL).

In line with this policy, you will

- Recognise, report, record, respond and refer and safeguarding risks via our safeguarding process with the support for the safeguard team
- Complete risk assessments for events in-line with Kinships policy
- Follow the Kinship Health and Safety policy

- Use the StaySafe lone worker app

Monitoring and evaluation

- Ensure casework, home visit and meeting attendance, feedback, and other data related to service delivery are accurately recorded on our Salesforce database in line with Kinship's policy and best practice.
- Ensure completion of carer needs Assessments with the setting of SMART goals, mid-term reviews and outcomes forms and processes are followed, recording data used to evidence impact.
- Collect case studies each quarter from carers and professional support in demonstrating impact.
- Complete monthly reports for your area and contribute quarterly reports for local authority partners
- Attend quarterly monitoring meetings
- Engage in quality assurance processes in line with ongoing programme development

General duties and tasks

- To attend and engage with Programmes team and all staff meetings
- To personally prepare for and attend case reviews, supervision and appraisals with your line manager.
- To act at all times in the best interest of Kinship.
- To participate in the induction of new staff members and volunteers.
- To work with line manager to identify own training needs and undertake training and development.
- To engage in reflective practice, using opportunities for supervision and professional development as appropriate.
- Participate in opportunities provided by Kinship to develop your skills and knowledge such as staff training, 'Lunch and learn' sessions.
- To carry out other related duties as may from time to time be required to fulfil the mission of the team and organisation.
- To develop Kinship Care Week in your local area.
- Be willing to travel across England as necessary to attend events and raise the profile of the service and kinship care.
- Attend staff Away Days

Knowledge, abilities, skills and experience:

Essential:

Experience

- Experience of family work and undertaking needs assessments both in person and remotely
- Experience of setting up and facilitating support groups on an in-person and remote basis.
- Experience of working with statutory, voluntary and community networks and the ability to represent the organisation to external stakeholders.
- Experience of dealing with safeguarding
- Experience of using a Customer Relations Management system (CRM)

Knowledge, skills and understanding

- Knowledge and understanding of kinship care and the ability to learn quickly about the regulations and guidance relating to special guardians.
- Excellent communication skills.
- Proven track record of high-level administrative work and experience of working with a case management system to record interventions.
- Excellent organisational skills
- The ability to maintain confidentiality, in line with Kinship policies and GDPR
- IT skills and experience, particularly in Word, Excel, and CRM's such as Salesforce
- Ability to work on your own initiative and manage your diary
- The ability to manage a complex and varied workload to successfully meet project deadlines and KPI's.
- Right to work in the UK and a Full, clean driver's licence.

General attributes

- Positive and can-do attitude and ability manage challenging and sensitive issues with professionalism and empathy
- Commitment to the values, aims and objectives of Kinship, promoting these in all interactions, both internally and externally
- Ability to apply and champion principles of Equality, Diversity and Inclusion Principles in all aspects of work
- Flexibility to travel across London and to occasional meetings in other parts of England

- Strong interpersonal and communication skills, with the ability to build strong trusting relationships with diverse individuals and communities
- Self-motivated and well-organised, able to manage time and workload effectively while meeting deadlines and KPI's

Desirable:

- Personal experience of kinship care
- Experience of writing copy, case studies and newsletter articles as well as shorter reports
- Experience of using Salesforce database or similar
- Knowledge and awareness of the National Kinship Care strategy for England 2024

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers."

(Staff member at Kinship)

We want to offer you the best place to work. Our people are friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion:

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information:

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability that you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply:

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications so please apply early!

Please apply for the role of **Kinship Family Worker (Surrey)** by sending a **CV** and **answering the questions on the job listing** on <https://www.charityjob.co.uk/>. Please use examples to demonstrate your experience.

1. Motivation and role understanding

Why do you want to work for Kinship as a Kinship Family Worker delivering the Kinship Connected programme, and how does this role align with your values and experience?

Please refer to your understanding of intensive one-to-one family support and the additional responsibility of supporting carers to engage with programmes.

2. One-to-one family work and assessment

Kinship Connected provides intensive one-to-one support to kinship carers over a period of up to six months.

Describe how you would build trust and effective working relationships with kinship carers, both in person and remotely. Please include:

- Your approach to completing a carer needs assessment and setting SMART goals
- An example of how you have adapted your approach to meet the needs of a family facing challenges or disadvantage

3. Group work, programme coordination and administration

This role includes supporting the delivery of group-based support (running peer-support groups), including coordinating carers' participation in the Ready Programme and occasional involvement in workshops.

Please describe your experience of:

- Booking or registering individuals onto groups, workshops or programmes
- Supporting engagement before, during and after sessions for peer-support groups and workshops/training referrals
- Managing associated administration (e.g. attendance records, data entry, feedback collection)

If you do not have direct experience, please refer to similar work you have undertaken.

4. Safeguarding, boundaries and managing complexity

Kinship carers supported through this role may experience high levels of stress, trauma and complex family situations.

How do you:

- Identify, respond to and escalate safeguarding concerns in both one-to-one and group settings
- Maintain professional boundaries while offering empathetic support
- Manage a varied caseload, prioritise tasks and maintain accurate records when working with families experiencing complex or crisis situation

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your application reflects those points in the requirements very clearly.
- Tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to focus on your knowledge, skills and experience.
- Don't go over 2 pages on your covering letter.
- **Please do not use AI tools like ChatGPT to produce your answers. We use software to check, and your application will be rejected if you do.**

Key dates:

Apply: Via CharityJob
Application deadline: 05/02/2026 at 23:30
First interview: 10/02/2026, in person in Surrey

Kinship reserves the right to close applications early on receipt of sufficient applications. Apply early!

If you would like further information or an informal chat about this role, please contact **Laura Grainger** (Regional Programmes Manager) on laura.grainger@kinship.org.uk

Conditions of employment and what we offer:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded, for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development:

We are committed to developing and enhancing the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Charity Worker Discount

Travel:

For this role, there may be occasional travel within the UK. There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and passionate about doing their best for kinship carers.

We will **guarantee interviews** to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.

- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.