



**Senior Advice Worker – Education:
Advice, Training and Information Team**

Job Description:

Job title: Senior Advice Worker – Education

Responsible to: Advice Manager

Responsible for: 2 x Advice Worker

Location: Home-based (with travel and work in London) or hybrid office-based (Vauxhall)

Hours: Full-time, 35 hours/week (we offer flexibility so that you can fit your job around your home life - which is really important to us).

Contract: Permanent

Salary: £35,000 per annum pro rata (plus £3,226 London weighting, if applicable)

Are you a qualified secondary school teacher? Join a growing Advice Team, supporting kinship families to understand their rights, providing clear advice and information which helps kinship carers to move forward.

About Kinship:

If you're passionate about purpose – real change for real people, then now is a good time to join us. We are Kinship.

We support grandparents, siblings, aunts, uncles, other family members and friends who step up to raise children when their parents can't.

Our vision is for a society where every kinship family has the **recognition, value** and **support** they need and deserve.

Our **Advice service** is often the **front door for kinship carers** and the first time they have spoken to someone about their situation. Kinship carers need expert advice and information about issues which are key to their caring role.

We're developing our Advice Service and investing in our team to make sure we can support more kinship carers effectively. You'll be part of a supportive team who keep kinship carers at the heart of their service.

Our Advice Team support kinship carers in complex and challenging situations. It can be a tough role at times, and we're developing a trauma informed approach to our advice work that we'll be embedding across the service.

We've recently been awarded a **Department for Education Training and Support Contract** and will be developing a suite of training and resources for kinship carers as they begin and continue their Kinship care role

The type of person we're looking for:

You'll need to be resilient and be able to remain calm in difficult situations. You'll be firm, sensitive and professional in your approach and will be clear and assertive as you identify key issues and support kinship carers to get their needs met quickly and effectively.

You'll understand how important it is that kinship carers feel confident in making their own decisions with the right information so that they can build their own knowledge and confidence rather than dependency. You'll understand how hard this is sometimes.

Purpose of role:

The Senior Advice Worker – Education will be the specialist and subject expert in education and kinship care.

You'll provide **1:1 advice directly to kinship carers on all issues** that impact on their caring role. You'll specialise in providing advice and information to enable kinship carers to **navigate the education system** and to address challenges they may be facing, which will sometimes involve talking to kinship carers in high crisis.

As **subject expert**, you'll provide expert input to the development of written information and resources and the development and delivery of specialist training for kinship carers.

You'll be the education expert for Kinship, providing up to date information on policy updates and contributing to helping to **'change the system'** for kinship carers in England and Wales.

You'll build and maintain relationships with key organisations, e.g. National Association of Virtual School Heads, to ensure advice and guidance is relevant.

It will be part of your job to calm a situation quickly and support people to communicate what they need so you can provide personalised in-depth advice.

You'll provide advice through **1:1 phone or video calls**, but you'll also need to be able to respond to text, WhatsApp and online chat channels where appropriate and as new channels are developed.

You will be expected to travel to support in person roadshows to as part of our new Training service.

What you'll need to achieve in this role:

Deliver specialist advice and information:

Service delivery:

- Respond to all referred enquiries in line with Kinship service framework and standards; this may be both general kinship care enquiries and specialist education enquiries.
- Meet response and performance targets as directed.
- Maintain appropriate boundaries and effective control of the enquiry to deliver targeted support.
- Adapt communication style to respond appropriately to differing needs.
- Address all safeguarding concerns in line with policy.

Education specialism:

- Provide expert, people centred advice, guidance and information to kinship carers about their rights.
- Act as subject expert on kinship care and education as part of a Knowledge Board.
- Maintain up to date knowledge at all times.
- Proactively update colleagues across Kinship on relevant updates in the education landscape providing guidance to teams.
- Represent Kinship at meetings and events as required.

Developing specialist training, resources and content:

- Work closely with training colleagues to develop, create and lead training sessions to support kinship carers to navigate the education system.
- Work closely with Content Designers to create factsheets, video content, podcasts and other content and resources as required.
- Build and maintain external partnerships which support high quality advice, guidance and content development.

Service consistency, data management and quality assurance:

- Accurately record all contact and enquiry information in Salesforce in line with service framework and data protection requirements.
- Ensure accurate data entry in Salesforce to support service performance, evaluation and learning.
- Support continuous development and improvement of service through design and implementation of new systems and process as required.
- Contribute appropriately to monitoring and evaluation reports for service funders.
- Contribute specialist knowledge to funding proposals to develop Advice Service.

Management and supervision:

- Line manage and supervise Advice Workers.
- Set clear objectives to achieve targets and outcomes.
- Actively encourage personal development and learning.
- Increase efficiencies and impact across the team.
- Ensure good team induction processes and systems are in place.
- Role model Kinship values.

Team culture and innovation:

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute to up to date understanding of issues affecting kinship carers.
- Deliver effective administration with attention to detail and keeping to deadlines.
- Identify and contribute to appropriate case studies to demonstrate the impact of Kinship services and contribute to policy and campaigns work.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.



What you'll bring (your experience):

This role is open to anyone with kinship care experience - either kinship carers (past or present) or those raised in kinship care.

Essential experience, skills and abilities:

- Significant knowledge and expertise on education system from early years to FE/HE (including alternative provision).
- Extensive practical experience as a qualified secondary school teacher.
- Experience of giving both telephone and written advice.
- Experience of effective management and supervision of staff, projects and/or services.
- Experience of assessing needs of service users with complex financial, legal, benefit and social care needs and providing appropriate advice and information to address.
- In-depth subject knowledge on kinship care and issues affecting kinship carers (or ability to develop) to deliver consistent and up to date content.
- Evidence of good judgment, knowing when to seek advice or signpost service users to other sources of advice.
- High degree of confidence using technology (this includes using headsets to support call handling). Or willingness to develop and take accountability for using technology which will include Salesforce, telephony system, online chat and WhatsApp.
- Experience and confidence in development of video-based and written resources.
- Working experience of delivering training to groups.
- Excellent communication and keyboard skills.
- A positive, can-do, solutions driven attitude that helps contribute to a clear learning culture for the team.
- Ability to work on your own initiative and manage a complex and varied workload to successfully meet project deadlines and targets.
- Excellent written, verbal and visual communications with attention to detail, representing Kinship with conviction and professionalism.
- Ability to work creatively, adaptively and with flexibility across a range of circumstances put kinship carers needs at our heart.
- Commitment to and a vocation for providing a high level of quality care to kinship carers.
- Knowledge and evidence of good understanding of safeguarding issues and good practice.
- A demonstrable commitment to equity, diversity and inclusion within your role.
- Ability to use curiosity and a solution-focused mindset to work well with feedback, challenges and changes.
- Right to work in the UK.

Desirable experience and knowledge:

- Experience as a designated teacher for looked after children.
- Personal experience of kinship care.
- Understanding of education system in Wales.

Personal attributes:

- Calm under pressure and in difficult situations
- Clear, straightforward communication
- Resilient
- Non judgemental
- Assertive and firm

Behaviours:

- Solutions focus; can do attitude
- Positive attitude and approach
- Respectful
- Professional
- Empathic, sensitive, tactful

Your main relationships will be with:

Internal:

- Advice Manager
- Advice Workers
- Associate Director of Advice, Training and Information
- Advice Team
- Content Designers
- Training and Learning Lead

External:

- Kinship carers
- NAVSH
- Other voluntary organisations working with kinship carers

Other essential requirements for the role-holder:

Every member of staff is expected to show respect to their colleagues and to understand and adhere to Kinship's code of conduct. Staff are also expected to work collaboratively and to support all the departments with which they have contact in achieving the Kinship's strategic objectives.

All duties and responsibilities must be carried out with due regard to the Kinship's Health and Safety, Safeguarding and Equality, Diversity and Inclusion principles, GDPR and all other relevant policies.

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 above.

The details contained in the Job Description particularly the key responsibilities, reflect the content of the job at the date the job description was prepared.

It is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Kinship will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Equality and diversity:

Kinship is committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community.

Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, sex, gender reassignment, religion or belief, age, sexual orientation or any other relevant characteristic.

For this role we are actively seeking applications from Black, Asian and minority ethnic applicants who are currently under-represented at senior management levels in the charity.

How to apply:

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.

You are invited to apply for this role, please attach your CV and respond to the following five questions via the BeApplied recruitment platform here

<https://app.beapplied.com/apply/w9hy25qplv>

Please note that all answers will be viewed anonymously by reviewers and CVs will not be viewed until after this sift has happened. This is the first opportunity to demonstrate your experience and to stand out in the recruitment process.

Reviewers will not see all your answers together until the end and will be marking on the strength of the response to each question.

Please think about how you write your responses so that it's easy for reviewers to read (for example using bullet points and paragraphs). Please do not use AI tools like ChatGPT to produce your answers.

You will have a maximum of **250 words** per answer.

1. Give an overview of your teaching practice, highlighting areas of experience that make this role a great fit for you. This is your opportunity to share your passion for social justice and kinship care and highlight your experience that aligns to the job description.
2. What is your understanding of the key issues impacting on kinship children within education across England and Wales and how would you share your learning to inform kinship carers and colleagues as part of this role. You could share details of your professional insight, how you keep up to date and your approach to working with others to support kinship families.
3. Describe how you'd use your experience to assess the needs of and advise kinship carers. Here you can talk about the types of issues you've seen as part of your professional practice and how you use your experience to inform your approach.
4. Describe three things which you will bring from your professional practice to an advice context and that will make a positive difference for kinship carers. This is an opportunity for you to share more about your skills and experience and how they would help you be successful in this role.
5. Please describe an example of where you have developed content (workshops / podcasts / online copy / factsheets / resources or other) to provide information which increases understanding and knowledge of education systems or processes. This is an opportunity to talk about different ways of providing advice and information.

Key dates:

The interview process will be **one stage** online.

Application deadline: **9am on Monday 26 February 2024**

Interview date: **06 March 2024**

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.



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 really 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 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



What we can offer you:



Community:

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



Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



Family:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Regular 'Wellbeing Wednesdays'
- Charity Worker discount scheme



Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



Holidays:

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



Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.



Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.

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 really 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. Kinship operates a blind recruitment process in-house and any identifying information will be removed from your application prior to shortlisting.

Standard clauses:

- This role will require satisfactory Basic 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.

Candidates must have a willingness to work evenings and weekends as required (time off in lieu will be provided) and to travel nationally (when possible) to attend events.