



Family Consultant

Job description and person specification

Accountable to: Head of Involvement & Engagement

Purpose of the role

Coordinate the involvement and engagement of families from individual to Board level. Ensure family issues are respected, valued, understood and acted on across the organisation.

Core duties

- Work in collaboration with the Family Team across the Dimensions Group.
- Ensure that families are informed of their rights and have the resources needed to be robust partners in co-production.
- Support a team of associate family consultants and family quality checkers.
- Work with the Public Affairs team to promote a Louder Voice for families both with the organisation and nationally.
- Develop strategy through consultation, collaboration and research.
- Work with operations colleagues to prevent/resolve complex issues with families.
- Network and engage with the regional and national family groups.

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.
- Maintain confidentiality in accordance with our data protection policy and procedure.

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

| Experience | | |
|---|-----------|-------------------------|
| Promoting, providing and enabling the involvement and engagement of family carers | Essential | Shortlisting/ Interview |
| Enabling experts by experience to demonstrably influence decision makers. | Essential | Shortlisting/ Interview |
| Effective leadership and management of a team. | Essential | Shortlisting/ Interview |
| Working with a diverse range of people to achieve success. | Essential | Shortlisting/ Interview |
| Lived experience of supporting a close relative with learning disability and/or autism. | Essential | Shortlisting/ Interview |

| Skills | | |
|---|-----------|-------------------------|
| A good self-starter, able to self-manage and work collaboratively | Essential | Shortlisting |
| Ability to communicate in an engaging and effective way with a wide range of audiences. | Essential | Shortlisting/ Interview |

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| Ability to convey the views and needs of a diverse range of family carers and have a good understanding their varied experience. | Essential | Interview |
| Ability to be a critical friend to Dimensions colleagues by giving polite, honest, fair, constructive and accurate feedback | Essential | Shortlisting |
| Ability to support people involved in conflict to understand differing perspectives and facilitate mutual respect and achievable solutions | Essential | Interview |
| An effective decision maker balancing ambition and reality. | Essential | Shortlisting/ Interview |
| Demonstrates the application of values into practice. | Essential | Shortlisting/ Interview |
| Ability to lead an event or meeting and facilitate learning. | Essential | Shortlisting/ Interview |
| Can engage and support people to have their voice heard and acted on. | Essential | Shortlisting/ Interview |
| Excellent verbal and written communication skills. | Essential | Shortlisting/ Interview |
| Ability to communicate and collaborate with external partners | Essential | Shortlisting/ Interview |
| Can set clear, realistic and effective long and short term goals. | Essential | Shortlisting/ Interview |

Knowledge and understanding

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| A good understanding of what it means to work in and experience health & social care services. | Essential | Shortlisting/ Interview |
| A good understanding of the relevant legislation | Essential | Shortlisting/ Interview |

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| A good understanding of person centred practices and what this means for people with learning disabilities/autism and their families in practical terms. | Essential | Shortlisting/ Interview |
| Values and understands the rights and contributions of people with learning disabilities and/or autism and their families. | Essential | Shortlisting/ Interview |

Attributes

| | | |
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| Wants to make positive change with a can-do attitude. | Essential | Interview |
| A person centred approach. Ensures all activity is aligned to the identified needs of people we support and their families | Essential | Shortlisting/ Interview |
| Works in a way that encourages meaningful involvement that has a real impact. Sees people we support and their families at the heart of decision making. | Essential | Shortlisting/ Interview |
| Works effectively as part of a team and values colleague's opinions and ideas | Essential | Shortlisting/ Interview |
| Is positive about reflecting on and improving their own performance and approach. | Essential | Shortlisting/ Interview |
| Is self-aware and resilient | Essential | Shortlisting/ Interview |
| Brave enough to challenge, sensitive enough to engage people in productive debate | Essential | Interview |
| Able to travel and attend regular national meetings with occasional overnight events | Essential | Shortlisting/ Interview |