

Family Support Worker

Join Our Compassionate Team – Make a Real Difference Every Day

Are you passionate about supporting families and carers of loved ones living with dementia? Do you want to be part of a dedicated, community-focused team that values dignity, respect, and emotional support?

We are seeking a Family Support Worker to provide essential care, advice, and emotional support to individuals caring for someone at home, particularly those affected by dementia. This rewarding role involves direct support to carers, working closely with health professionals, assisting with practical needs, and contributing to the wider mission of our charity through promotion, administration, and fundraising.

Location:	Minerva House, Horden, SR8, 4DQ (with travel required across Hartlepool and East Durham)
Hours:	24 hours per week, Monday–Friday (on a rota basis)
Salary:	£12.30 per hour
Reports to:	Community Services Manager/ Assistant Manager
Key requirements:	A full UK driving licence and access to a vehicle during working hours is essential, along with business insurance

Key responsibilities and duties

Support & Care

- Provide emotional and practical support to carers, enabling them to maintain their caring role and personal wellbeing.
- Signpost individuals to relevant services and agencies, and support access to health, social care, and financial benefits.
- Escort individuals to appointments and advocate on their behalf where needed.
- Monitor and report changes in individuals' circumstances or health to the Services Manager promptly.
- Plan and support group sessions, outings, and satellite events to reduce isolation and build community.
- To cover day centre in the event of staff shortage due to sickness and holidays or during busy periods if needed
- To undertake any duties regarding the establishment, as requested by the Services Manager

Liaison & Coordination

- Work collaboratively with health and social care professionals (e.g. GPs, Social Workers, CPNs).
- Communicate any concerns or incidents promptly and appropriately.

Community Engagement & Fundraising

- Assist in planning and delivering fundraising activities.
- Represent the charity at community events, awareness days (e.g., Dementia Action Week), and health promotion activities.

Administration & Promotion

- Maintain accurate and up-to-date records and databases.
- Support administrative tasks including correspondence, photocopying, and the preparation of information packs.
- Keep promotional materials current and assist in preparing displays for events.
- Support with reports and communication under the guidance of the Services Manager.

Other

- To always maintain the highest standards of organisational and customer confidentiality
- To demonstrate a commitment towards your own continuous personal development
- To implement The Greatham Foundation policies on Health and Safety, Data Protection and Equal Opportunities always
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

Family Support Worker

Factor	Essential	Desirable
Qualifications		NVQ Level 2 in Health and Social Care Additional professional qualifications
Experience	<p>At least three years' experience of working with older adults in a similar care setting</p> <p>Experience of building positive working relationships with people and their families, staff and other health and social care professionals</p> <p>Experience of care services, risk assessment and person centred care and support</p> <p>Experience of day-to-day duties required to meet the delivery of our service</p>	<p>An understanding of The Greatham Foundation's mission, vision and values and service portfolio</p> <p>Good understanding of the regulatory responsibilities and the law relating to care services</p>
Knowledge/ Skills/Abilities	<p>Kind, caring, compassionate and empathetic individual with a genuine desire to support carers and people living with dementia.</p> <p>An understanding of the challenges faced by families supporting loved ones with long-term conditions, particularly dementia.</p> <p>Strong interpersonal and communication skills with a calm, supportive approach.</p> <p>Ability to work independently, manage time effectively, and adapt to changing situations.</p>	
Other (eg attitude, interests etc.)	<p>A full UK driving licence and access to a vehicle during working hours (business insurance essential)</p> <p>A team player who's also comfortable representing the organisation in the community.</p>	

	Enhanced Disclosure from the Disclosure and Barring Service	
	Clean and smart appearance	
	Committed, enthusiastic, reliable	
	Willing to undertake further training relevant to the post	
	Ability to keep calm under pressure	
	Professionalism and integrity	