



## Job Description – Family Liaison Worker

### WORKING FOR ACTION FOR CARERS SURREY

Are you passionate about making a difference in the lives of young people who care for others? Join our dedicated team at Action for Carers Surrey, a values-driven charity that supports unpaid carers across Surrey. As a Family Liaison Worker, you'll play a vital role in identifying the needs of young carers and ensuring they receive the right support to thrive—at home, at school, and in their communities.

At the heart of everything we do are our core values: focus, inclusion, respect, and excellence. We are looking for someone who shares these principles and can bring empathy, insight, and dedication to this role.

### KEY INFORMATION

<b>Post:</b>	Family Liaison Worker
<b>Contract &amp; Pay:</b>	Fixed term contract until 31 <sup>st</sup> December 2025 27.5 hours per week Annual Salary £25,000-£26,500 (Full Time Equivalent)
<b>Hours and location:</b>	Working Hours: 12:00 PM – 6:00 PM, Monday to Friday (with some flexibility required)  Location: Primarily home-based (must have a private space to work). Office space available at Astolat Office, Burpham.
<b>Responsible to:</b>	Team Manager

### JOB PURPOSE

To conduct online one-to-one assessments with young carers aged 8–17, taking a whole-family approach to understand their individual needs and the wider family context. The role focuses on identifying the impact of the caring role on the young person's wellbeing and development, enabling their active participation in the service offer.

The Family Liaison Worker will use this understanding to make appropriate onward referrals, complete funding applications, and ensure young carers receive the support they need to thrive in their caring role.

To contribute to the achievement of key performance indicators (KPIs) through high-quality Information, Advice and Guidance.

## MAIN DUTIES AND RESPONSIBILITIES

- Conduct assessments with young carers via Microsoft Teams.
- Arrange appointments at times convenient for families and young people.
- Complete telephone assessments with parents/guardians to gain a holistic understanding of the caring impact.
- Provide needs-led signposting and make onward referrals to relevant services.
- Submit funding applications where appropriate to support young carers.
- Maintain accurate and timely records using the organisation's database.
- Ensure all work complies with GDPR and confidentiality standards.

50% – Direct assessments with young carers

30% – Telephone assessments with parents/guardians

20% – Casework and record keeping

## OTHER DUTIES

- Follow the targeted workplan as set by the Team Manager.
- Maintain accurate written and digital records in line with reporting requirements.
- Work positively and proactively with other teams within Action for Carers Surrey (ACS) and external partner organisations.
- Undertake any other duties reasonably agreed with the Service Manager.
- Promote and adhere to ACS values: Focus, Inclusion, Respect, and Excellence.
- Attend mandatory training as identified by ACS.
- Ensure all work with young carers aligns with current legislation, good practice, and ACS policies, particularly in relation to safeguarding, confidentiality, and data protection.
- Work in accordance with the ACS Code of Conduct and implement organisational policies, standards, and procedures.
- Attend and contribute to team meetings, supervision, area meetings, and core training sessions.

## FAMILY LIAISON WORKER - PERSON SPECIFICATION

<b>Demonstratable Experience</b>	<b>Essential or Desirable</b>
Experience working with children, young people, or families in a support, assessment, or safeguarding role.	Essential
Experience conducting one-to-one assessments and engaging with individuals in a sensitive and empathetic manner.	Desirable
Experience of working in a multi-agency environment and making referrals to external services.	Desirable
Experience of maintaining accurate records and using case management systems or databases.	Desirable
<b>Education &amp; knowledge</b>	<b>Essential or Desirable</b>
Relevant qualification in youth work, social care, education, or a related field (or equivalent experience).	Essential
Knowledge of the challenges faced by young carers and the impact of caring responsibilities on their wellbeing and development.	Essential
Understanding of safeguarding procedures and child protection principles.	Essential
Awareness of GDPR, confidentiality, and data protection requirements.	Essential

<b>Personal Qualities</b>	<b>Essential or Desirable</b>
Empathetic, patient, and non-judgemental approach.	Essential
Strong organisational skills and attention to detail.	Essential
Professional and approachable with a clear, confident telephone manner.	Essential
Commitment to promoting the rights and wellbeing of young carers.	Essential
Flexible and adaptable, with a proactive attitude to problem-solving and service delivery.	Essential
<b>Skills</b>	<b>Essential or Desirable</b>
Strong ability to build rapport and communicate effectively with children, young people, and their families, adapting approach to suit different ages, needs, and backgrounds.	Essential
Proven ability to manage a flexible caseload and independently prioritise tasks, ensuring timely and effective support in a dynamic work environment.	Essential
Competent in using digital tools, including Microsoft Teams, case recording systems, and other relevant software, to support efficient communication and accurate record-keeping.	Essential
Ability to work with professionalism and maintain confidentiality, handling sensitive information with discretion and in line with safeguarding and data protection policies.	Essential
<b>Other</b>	<b>Essential or Desirable</b>
Current driving license and use of a road worthy vehicle*	Desirable
Able to partake in training sessions relevant to the role	Essential

\*NB If appointed to the role, you must also have/purchase 'business cover insurance' for your car.