



Recruitment Pack

Family Support Practitioner

The Family Support programme helps to alleviate some of the stress of having a sick or premature baby by providing a range of services.

We offer a unique service providing emotional and practical support both in hospital, at home and in local communities.

www.tinylife.org.uk



Family Support Practitioner (NHSCT area)

 **25hrs per week**

NJC Scale 15-20 £29,093 - £31,586 pro rata

Are you passionate about working for and contributing to an organisation that makes a difference by supporting families with premature babies in your community?

If so, this might be the role for you. It's more than just a job.

The family support work in this area has been well established. TinyLife wish to develop the service to increase the level of support to families and the neonatal units.

At TinyLife we understand that having a baby in the neonatal unit is a stressful and anxious time, so our specialist services provide both practical and emotional support to families. Parents have called this a "lifeline" in times of need and uncertainty.

Location

Homebased in applicable area:

The ideal candidate needs to be within the Northern Trust Area

Reporting To:

Reporting To:

Senior Family Practitioner

Application Process:

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Candidates are requested to complete the application form with all relevant information and submit a covering letter. CV's will not be considered. To be considered for interview you **MUST** meet all the essential criteria.

Deadline is: 9.00 on Monday 28th July

Interviews: will be held week on Wednesday 6th August

Potential Start Date: September 2025

**Click for
application form**

*you must be available to interview on Wednesday 6th August

All applicants must have the right to work in the UK

TinyLife recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds.



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Who are TinyLife?

TinyLife are Northern Ireland's only dedicated premature and sick baby charity here to help provide services both in the Neonatal Unit and in the community. Over 1700 babies are born premature each year in Northern Ireland.

As you may or may not know the neonatal journey with your baby doesn't always come easily - especially after a difficult start. That's why we're here to support parents every step of the way.

Our services are delivered across all five health and social care trusts beginning with support for parents right at the start of that journey in the neonatal units.

Once families are home, we continue that care with community-based peer support, baby massage classes and family support visits - all designed to build confidence, ease anxiety, and strengthen the connection between parent and baby.

Who we are looking for?

1. Are you a caring and compassionate person?
2. Could you visit your local Neonatal Unit and visit Maternity Units and provide support to parents?
3. Are you passionate about empowering families to help their child/ren thrive?
4. Are you able to plan, prepare and facilitate the delivery of local support groups, baby sensory sessions, baby massage and information events for parents?
5. Are you able to build and maintain relationships with health professionals and key agencies?
6. Do you enjoy working as part of a close-knit team?
7. Are you able to provide assistance to recruit and train volunteers?
8. Are you able to support our TinyLife Fundraising & Communications Team with presentations and attending networking and fundraising events?

Key Responsibilities

Performance Results:

Families

- To make weekly visits to the local Neonatal Unit and visit Maternity Units as required to meet and provide information and support to parents of premature, and sick babies.
- To agree a programme of support for families referred to TinyLife by carrying out assessment of need, providing practical information and support.
- To conduct regular family reviews and reassess the level of family support provided.
- To assist in the implementation of TinyLife's breast pump loan service in the relevant geographical area.
- To plan, prepare for and facilitate the delivery of local support groups, baby sensory sessions, baby massage sessions and information events for parents.
- To liaise with healthcare professionals and other statutory and voluntary organisations to ensure coherent and coordinated support of families.



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Key Responsibilities:

- To work with other professionals and other agencies to develop and support new TinyLife services.
- To conduct regular reviews of the nature and level of family support provided and obtain parental and children's feedback on the quality of service received.

Family Support Practitioner

Volunteers

- Provide assistance to the recruitment and training of volunteers, taking a lead in these tasks as and when required in line with organisational requirements, legislative requirements and best practice.
- Regularly support and supervise volunteers to assist families with premature, ill and vulnerable babies in the relevant geographical area.

General

- To assist the Senior Family Practitioner and extended team in promoting and presenting TinyLife's services to parents, healthcare professionals and local communities throughout the relevant geographical area.
- To promote TinyLife's services to parents and healthcare professionals and to respond to requests and referrals for those services.
- To maintain statistical records as directed by the Head of Operations with a view to assessing the impact of TinyLife interventions in the relevant area.
- To ensure at all times that TinyLife family support services operate within current legislation.
- To ensure that the family support services are delivered in line with TinyLife policies and procedures.
- To undertake all relevant administrative tasks on how the family support services are operating in the relevant geographical area.
- To collect and refine service delivery data for presentation in monitoring and evaluation reports.
- To undertake any other duties appropriate to the post as directed by the Head of Operations & Senior Family Practitioners.



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Essential Criteria

- Employment, Qualifications / Education - 3 years recent working experience within the field of family support, parenting support or Early Years in a voluntary, community or hospital setting and an A Level education or equivalent.

OR

- 2 years recent working experience within the field of family support, parenting support or Early Years in a voluntary, community or hospital setting and either a health/social care professional AND 3rd Level qualification in a relevant discipline.

	Attributes	Essential
Managing Workload	Proven ability to work to targets.	✓
	Proven ability to manage, plan and prioritise workload.	✓
	Ability to process and collate information, maintain effective records and produce reports using statistical information.	✓
	Proven ability to use Microsoft Outlook, Word and Excel and remote working platforms e.g., Zoom & Teams.	✓
Supporting Families	Understanding of the needs of families with premature and vulnerable babies.	✓
	Proven ability to effectively assess need and plan and implement appropriate goals alongside the family.	✓
	Knowledge of current legislation and policies relating to children and families.	✓
Volunteers	Understanding the needs of volunteers to provide appropriate training and support when working in the field of family support.	✓

TinyLife is an Equal Opportunities Employer



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Essential Criteria

	Attributes	Essential
Working in Partnership and in the Wider Context	Experience of partnership working to include statutory/voluntary sector	✓
IT	• Intermediate level computing skills, word-processing • Compiling reports, training handouts, letters & presenting • Storing data in a database • Effective use of e-mail • Ability to search out quality information on the internet • Comfortable working with remote working platforms e.g., Zoom and Teams	✓
Self-Management / Personal Attributes	• Excellent interpersonal skills • Excellent written and verbal communication skills including presentational skills • Proven ability to work reliably on own initiative • Understanding of the relevant policies and practices in relation to the post including Equal Opportunities and confidentiality. • Willingness to access and attend training opportunities relevant to the post.	✓
Special Requirements	• A full, current driving licence and/or access to a form of transport which will enable the post holder to carry out all duties. • Eligibility to work in the U.K.	✓

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Desirable Criteria

- Experience of working with families of premature babies and young children under the age of 5.
- Experience and knowledge of work in the voluntary sector as a volunteer/paid member of staff in the field of family support.
- Completed or currently undertaking the IAMS Course in Baby Massage.

Core Competencies and Behaviours:

The following competencies will be explored at interview:

- **Focus on Outcomes:** Ability to effectively plan and organise work, anticipate issues and overcome obstacles to ensure results are delivered in line with organisational goals and KPIs.
- **Teamwork and Communication:** The ability to work collaboratively to build and maintain effective relationships (both internally and externally) in line with our ethos and values.
- **Innovation, Change and Resilience:** The ability to use your initiative to think ahead and adapt well to different situations and scenarios to find solutions.
- **Service Excellence:** Strong attention to detail with the ability to ensure high quality standards and internal service excellence is consistently delivered.
- **Technical and Professional Development:** Effective use of IT including Excel and Databases

Risk, H&S, Safeguarding, Quality and Compliance:

- Ensure at all times that TinyLife's family support services are delivered in line with TinyLife policies and procedures, operate within current legislation and conform to local statutory authorities' guidelines.
- Act confidentially and take proactive steps to ensure compliance to GDPR at all times
- Adhere to Safeguarding, Health and Safety policies, procedures and practices at all times and report any risks immediately to your manager

Continuous Improvement:

- Seek opportunities to promote continuous improvement in all areas of practice

Other:

- To carry out such other duties as required within competence and reason to meet the demands and responsibilities of the post
- This job description may be subject to change in line with the changing needs and demands of the organisation



Our TinyLife values guide what we do:

Empowerment



Learning



Courage/Bravery



Inclusivity

