# JOB DESCRIPTION

**Job Title:** Family Support Worker

**Location:** Based at 30 North Street, Glenrothes (also Glenrothes Centre)

Requirement to also travel to Centres in Kirkcaldy and Perth

**Hours:** 15 per week

Work pattern to include 2 out of 4 Saturdays to align with other Family Support Worker’s work pattern (covering Dundee and Angus).

**Accountable to:** Child Contact Centre Manager

**Salary:** £25,906 - £29,276 (to be pro-rated based on a 35-hour week)

**Annual Leave:** 25 days + 12 public holidays (to be pro-rated based on a 35-hour week)

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| Main Objectives |
| * To provide professional, impartial, pragmatic and outcome focused support to families who are accessing our children’s contact services. * To identify and implement tools to engage parents/caregivers (and children) who may be anxious or reluctant. * To enable parents/caregivers to recognise, manage and overcome difficulties that hinder their child/ren’s relationships and reaching positive outcomes. * To give advice, or signpost if appropriate, on different issues which may include a number of the following areas; domestic abuse, relationship breakdown, counselling, family mediation, parenting, substance misuse, mental health difficulties, legislative and statutory requirements and duties, safeguarding of children and vulnerable adults. * To provide advice and guidance to Centre Organisers (who support the children during visits), if needed. |
| Key Responsibilities |
| Support Work  * To provide information and advice to parents/caregivers on e.g. mediation and collaborative, child-focused parenting. * To assist the Child Contact Centre Manager with the initial induction of families and their ongoing support. * To offer flexible, person-centred and child-focused support. * To effectively and flexibly manage a varied caseload. * To support parents/caregivers as required, carrying out regular reviews with them to inform the focus for that support. * To undertake a final review with parents/caregivers when they exit the service * To support the Child Contact Centre Manager with enquiries from families * To provide the Digital Postbox (indirect contact) service (if needed) |
| General  * To work within the ethos, values, aims and Policies and Procedures of Relationships Scotland Tayside and Fife. * To work within relevant strategic and legislative framework and national and local Policies and Procedures. * To enter families’ notes and information onto the client database accurately and punctually and in line with Data Protection legislation and organisational Policies and Procedures. * To identify families requiring further help (specialist advice, alternative support) and refer on or signpost as appropriate. * To develop and maintain working relationships with external agencies as appropriate. * To develop and maintain own advice/support knowledge. * To promote good practice and identify development opportunities in their line of work. |

The post-holder may be expected to carry out other duties from time to time, which are broadly consistent with those in this document.

The Service will provide training and induction on all aspects of the Service, as well as ongoing personal development opportunities.

# PERSON SPECIFICATION

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| **Essential** | **Desirable** |
| **Education:**  Good standard of education (GCSE,SVQ level 3 or equivalent) |  |
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| **Employment History:**  Relevant previous or current employment  Employment in a family- or public-facing role | Employment in the third sector |
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| **Training, Knowledge and Experience:**  Support work  Risk and needs assessments  Caseload- and diary- management  Experience in writing case notes and reports  Knowledge of Relationships Scotland  Insight into the needs of separating/separated families and their children  An understanding of professional confidentiality and equal opportunities  Database management experience | Child Protection  Domestic Abuse  Substance Misuse  Mental Health  Child development  Experience in family law  Knowledge of relevant services in Fife/Tayside, supporting families  Experience of working in a small team |
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| **Skills:**  Interpersonal and communication skills  Organisational and administrative skills  High standard of practice and presentation of work  Ability to prioritise and multi-task  Excellent diary management skills  An understanding of professional confidentiality | Conflict management skills |
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| **Personal qualities:**  Passionate about making a difference for children and their families  Non-judgemental, impartial  Open, friendly, approachable  Able to work as part of a team but accountable for own workload and can work independently  Able to work under pressure  Committed to ongoing learning and development, and to reflective practice  Flexible | Sense of humour |