



Recruitment Pack

Community and Family Support Worker

Glasgow

October 2020

Community and Family Support Worker

Role Context

With Kids provides an early intervention therapeutic service working with vulnerable children and families across the central belt of Scotland. This includes individual therapeutic support for children, helping them build the personal skills and resilience to cope, alongside practical and emotional support to their parents/carers with a view to building networks of support.

We employ Play, Art and Speech and Language Therapists and Community and Family Support Workers. Much of our work is based in schools or around a particular community, and we predominantly work in Edinburgh, West Lothian and Glasgow in some of the highest areas of deprivation.

We are working with nursery and primary schools in the east end of Glasgow, to help create family networks and groups where families can come together to support, care for and learn from each other. This work is in its infancy and requires the post holder to be highly motivated, and have capacity to take initiative in driving this service forward.

Job Description

Purpose of post

Community development work seeks to actively engage communities in making sense of the issues which affect their lives, identifying strengths, setting goals for improvement and responding to problems and needs through empowerment and active participation. A key element of this work is to support families to better meet the needs of their children and to develop support networks in the wider community.

This role is to lead the development of family networks for parent/carers and children who attend nurseries and primary schools within the area. Working in partnership with those nurseries and primary schools, the post-holder will support a caseload of parents/carers who are identified as requiring specific 1:1 support, and help engage and develop a supportive network of families in this community.

Specific Duties

- To work with the school and families to identify and implement a range of activities designed to build the social and emotional skills of vulnerable children, provide support to their families and build on a supportive school environment.
- Lead on the design and delivery of a programme of activities that reflect the needs of both the school and family community.
- To work with parents/carers to identify and organise group activities which build their confidence, personal and parenting skills.
- Provide family support groups which will enable parents to build positive relationships with their peers.
- Encourage participation in activities and help to establish a community of parents/carers, which can encourage each other through support, groups, play and learning.

- Act as a facilitator to promote self-help in the community, mediating in matters of conflict and challenging inappropriate behaviour.
- To work with parents on a one-to-one basis to address their individual family needs.
- Carry and manage a case load of parents and families.
- Liaise with school staff and other professionals to share best practice for supporting families in a community setting.
- Build links with other charities and services to ensure that families have access to as much support as possible.
- Refer families to external agencies, as necessary.
- Develop volunteering opportunities; manage, support and train volunteers (as and when Covid-19 restrictions allow)
- Identify and develop opportunities, activities and ideas for additional resources and income generation.

General Duties

- To provide verbal and written reports as may be required by With Kids
- To contribute to evidencing the impact of the work, by evaluating activities and providing case studies, photographs and quotations for use in publicity.
- To work in accordance with the organisation's policies and procedures.
- General administrative duties and data entry.
- To carry out any other reasonable duties that may be required.

Person Specification

A = Application, I = Interview

Qualifications	Essential	Desirable	Assessed
Degree in community development and/or other relevant qualifications and experience.	X		A
Evidence of continuous professional development	X		A
Full Driving Licence and access to a car for business use		X	A

Experience	Essential	Desirable	Assessed
Experience of supporting, motivating and influencing others	X		A, I
Experience of facilitating and managing meetings	X		A, I
Experience of supporting families facing adversity or in crisis	X		A, I
Experience of working with vulnerable children and their families	X		A, I
Experience of implementing ideas and taking a strategic approach.	X		A, I
Experience of manage and prioritising time and resources.	X		A, I
Experience of supporting children involved in child protection cases		X	A, I
Experience of supporting families with children with ASD/ SEN		X	A, I
Experienced in forming positive relationships with staff, partners, external agencies and parents/carers.	X		A, I
Experience in securing additional resources / funding		X	A

Skills	Essential	Desirable	Assessed
Ability to identify community skills, assets, issues and needs	X		A, I
Ability to communicate effectively both orally and in writing, including telephone skills, writing minutes / reports.	X		A, I
Ability to partner with families to build strong parent-child relationships.	X		A, I
Competent in the use of information technology (use of the office software products (word, excel, email, calendar), use of internet, image, audio or video editing software, use of databases.	X		A

Knowledge	Essential	Desirable	Assessed
Knowledge of the local authority community planning framework	X		A, I
Understanding of the key Scottish Government policy drivers		X	A

Competencies	Essential	Desirable	Assessed
Works collaboratively with others	X		A, I
Manages issues with empathy and understanding, finding appropriate solutions	X		A, I
Utilises resources and skills effectively, sets objectives and monitors progress to achieve results	X		A, I
Takes ownership of activities, delivering with minimal supervision	X		A, I
Seeks, listens, accepts and acts upon feedback and learns from it.	X		A, I
Highly motivated and able to use own judgement and initiative	X		A, I

How to apply: Send your CV and a covering letter to k.simpson@withkids.org.uk.

Closing Date: 6th November 2020

Interviews: Week beginning 16th November 2020

ⁱ A combination of the qualifications, experience, skills, knowledge and competencies of the candidates application will be assessed through application / CV review and interview. Where potential method is identified above as 'interview', not all criteria will be used, only a selection of the above will be reflected in the particular questions asked at interview.