



**Thriving Families**

Improving the lives of families in the Highlands

## **Role description and person specification**

**Role:** Family Support Worker

**Hours:** Part-time (15 hours)

**Salary:** £26,535.60 pro rata

**Holidays:** 161 hours per annum plus 63 hours public holidays (pro-rata) increasing to 196 hours (pro-rata) after 5 years' service

**Place of work:** Highland-based, predominantly working from home (laptop and mobile phone will be provided). There is an office base at the Pines, Drummond Road, Inverness.

**Contract:** fixed term 12 months in the first instance

**Reports to:** Chief Officer

**Closing date:** Sunday 11 February 2024 (midnight)

**Interviews:** Thursday 29 February 2024 (face-to-face in Inverness or online)

***Please note: When we shortlist the applications to see who we will interview, we will score the applications against the criteria in the person specification, looking for evidence that the applications meet the essential criteria. Please evidence how you meet the person specification in your application.***

## **About Thriving Families**

Our charity has been supporting families in the Highlands for 3 decades as Chip+. On 4 February 2021 we re-launched as Thriving Families. Our goal is to be the 'go to' organisation known for improving the lives of families in the Highlands by giving them confidence, empowering them to know their rights, know what questions to ask and have their voices heard.

We are currently commissioned to provide an independent information, advice, and support service for families with children (up to age 25) with additional support needs, and the professionals working with them. An additional support need is anything which means a child needs more, or different, support to another child the same age to make the most of their lives.

## About the role

Family Support Workers deliver our independent information, advice and support service to families and professionals. They offer a balanced and impartial position, giving direction and support, and seeking realistic solutions to help families move forwards.

They are working towards the following outcomes for families:

- Reduced isolation – building relationships with others
- Improved resilience – enabling coping mechanisms at a time when the usual strategies and services may not be available
- Improved access to information, support and advice
- Improved recognition of own strengths
- Improved mental health and well-being
- Increased confidence to make positive changes

As a small charity team work is integral to our success and effective functioning. It is sometimes necessary for team members to share responsibility for a range of tasks such as communications/fundraising/service strategy/monitoring for which a larger organisation would have dedicated posts.

## Responsibilities and duties

Family Support Workers support service users by:

- Providing emotional support and a 'listening ear'.
- Answering enquiries in a confidential, caring, professional and supportive manner.
- Informing service users about the rights of children and young people in line with appropriate legislation including the Additional Support for Learning Act, the Children and Young People Act, the Carers Act and the UNCRC.
- Providing service users with information and advice which develops their knowledge and understanding about the needs of their children and young people who have additional support needs (ASN).
- Signposting/referral to relevant and appropriate sources of information and support
- Empowering service users by building their confidence, giving them the reliable information and supporting them to advocate for themselves and their family.
- Improving resilience and enabling self-confidence to challenge the system at a time when the usual strategies and services may not be available.
- Providing support timeously by telephone, email, online and face to face.
- Keeping up-to-date and accurate records in line with GDPR requirements and best practice, for both case management and monitoring/evaluation purposes.
- Sharing information with families via social media/other digital platforms

## Other duties

- To consider the charity's brand proposition and strategic plan across all service delivery and development activities.
- To attend meetings/events to represent the charity and the voices of service users.
- To attend and participate in team meetings.
- To participate in support and supervision.
- To attend Board meetings as required.
- To attend relevant training in agreement with the Service Manager.
- To provide training workshops for service users on key issues relevant to children, young people, and their families
- To participate in ongoing support and collaboration with Thriving Families volunteers.
- To establish and maintain relationships with national/local organisations and networks relevant to the charity.
- Maintain high quality standards of service delivery, including planning, knowledge exchange, monitoring and reporting.
- Produce written reports for relevant audiences, including input to the Strategic Plan.
- Comply with the charity's policies, procedures and working practices.
- Help with developing ideas and plans for a range of fundraising activities.
- Carry out any other duties as may be determined from time to time by the Service Manager, which may be reasonably required of the post holder.

## Person specification

Essential	Desirable
<ul style="list-style-type: none"> <li>• Relevant professional or volunteering experience</li> <li>• Direct experience of working with families</li> <li>• Excellent interpersonal skills - the ability to network and build relationships with a wide range of settings</li> <li>• Ability to balance empathy with professionalism in supporting service users</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Understanding of the workings of Local Authority and NHS</li> <li>• Experience of collecting and managing data</li> <li>• Experience of monitoring and evaluation</li> <li>• Knowledge of GDPR, data protection legislation and good practice</li> </ul>

<ul style="list-style-type: none"> <li>• Experience of working in a team and contributing to service development</li> <li>• Experience of operating digital platforms/social media spaces and supporting others to safely use them</li> <li>• Excellent written and verbal communication skills</li> <li>• Strong facilitation skills</li> <li>• Ability to work autonomously, manage workload and prioritise tasks</li> <li>• Ability to be resilient and adaptable, recognise the need for change and effectively manage it</li> <li>• Standard disclosure</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of CRM databases</li> <li>• Experience of using a case management system and data base</li> <li>• Experience of service development</li> <li>• Full driving licence and access to a car</li> </ul>
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