

## Job Description

### JOB DETAILS

<b>Job title: Family Support Officer</b>  <b>Permanent- Part time, 21 hours per week</b> <b>Currently funded until 2027</b>	<b>Salary: £28.057.50 per annum (pro rata)</b>
<b>Location: Leith, Edinburgh with some home working</b>	<b>Closing date: Wednesday 19<sup>th</sup> June at 12pm</b>

### JOB PURPOSE

Dr Bell's Family Centre has been supporting families in Leith since 2006 and aims to support the emotional and physical health and wellbeing of families by offering opportunities to build knowledge, skills, and confidence. By creating a non- judgemental, safe environment for families to build support networks it enables families to have the best experiences of parenthood and babies to have the best start in life and helps to remove barriers for families who already face multiple socio-economic challenges.

We work with parents and children together and separately with a holistic approach to improve their overall wellbeing through offerings such as:

- Group work, workshops and drop-in sessions.
- counselling sessions and groups to help parents learn coping mechanisms to relieve stress and mental health issues.
- parenting support groups to help parents build confidence and become part of their community.
- crèche spaces to provide stimulating and developmentally appropriate environments for children.
- volunteer and student placement opportunities to help increase employability skills.
- working with multiple organisations and partners to deliver an extensive programme of offers and services.

Our vision is for families in Leith to thrive, feeling safe, supported, and healthy. We seek to improve and enhance the quality of the lives of families and children that use our service, achieving positive change through early intervention. We strive to be a one-stop-shop where families can get what they need under one roof, and to make sure that the services provided locally are the ones that are needed. We believe in asking local people what they want. Dr Bell's Family Centre is for everyone. However, we believe that the most vulnerable families should get the most support.

This is an exciting time to join the Dr Bell's team as we expand to meet new challenges. We are seeking a dynamic and motivated individual to work with families with young children living in Leith and partnering organisations, to overcome barriers to accessing services. You should have some experience in offering holistic family support to families who are experiencing challenging circumstances. This role will work with parents in a one-to-one and group basis, implementing support plans to help parents and children develop the skills needed for good mental health and wellbeing, create positive relationships and provide a nurturing home environment. You should be a self-starter who also works well within a team to deliver great results against our targets.

## ORGANISATIONAL STRUCTURE

You will work alongside our team at our Edinburgh office in North Leith. This role will sit within the Community Development team which consists of a Community Development Manager and Community Development Officer. This role reports directly to the Community Development Manager.

## KEY RESPONSIBILITIES

You will work alongside our dedicated team to deliver a tailored programme to increase children and families who access Dr Bell's confidence and resilience.

### Service Delivery

- To provide individual support to families, that begins from where families are in terms of their culture, values, attitudes, issues, ambitions and need.
- To manage a caseload of families, taking a strengths-based approach to their care, support, and inclusion.
- To support and empower parents to build on their parenting and caring skills.
- To work with children and parents/carers, (individually and in groups) building on their strengths, assets, and interests to build capacity and resilience.
- To work collaboratively with referral partners and colleagues to ensure the timely allocation and implementation of support for new families.
- Work in partnership with third sector organisations and statutory services to deliver key aspects of family support for disadvantaged families and to increase referrals to Dr Bell's Family Centre.
- To undertake initial needs assessments and develop a support plan in partnership with parents and/or children.
- To provide a range of practical supports alongside encouraging and supporting families to engage in other community groups..
- To communicate effectively with stakeholders and colleagues.
- To maintain an up-to-date awareness of the full range of local resources and providers of services.

### Administrative

- To work in line with organisational guidance and policy including administrative tasks.
- To be responsible for accurate and timely data entry into the organisations system.
- To record, monitor and evaluate all work.
- To supply our Community Development Manager with regular updates that can be used on the organisations website, social media platforms and within funding applications and reports, in line with GDPR guidelines.

### Other

- To demonstrate behaviours that are consistent with the values and ethos of the organisation.
- To support service user participation across the organisation.
- Support with recruiting volunteers for family and group work delivery.
- Attend relevant internal and external meetings as appropriate.
- Attend training to increase professional knowledge and skills necessary for effective performance of the role.
- Maintain an awareness of own and others' Health and Safety and undertake risk assessments

for programme delivery.

- Undertake all other reasonable activities as directed to meet the needs of the charity.

Any additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

#### **AUTHORITIES AND LIMITATIONS**

- Community Development Manager will be responsible for setting and reviewing your work.
- There are no financial authorities for this role.
- You will have regular support and supervision meetings.

#### **KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCES**

##### **Essential**

- Relevant qualification or equivalent experience
- Experience of individual, family, and group-work, including delivery
- Collaborative working with other agencies across a range of settings
- Experience of managing a case load of families
- Knowledge of child protection guidelines
- Ability to effectively and sensitively advocate for others
- Empathic and sensitive approach
- Strong interpersonal skills and the ability to work effectively with a range of people
- Excellent organisational skills
- A knowledge of the principles of monitoring and evaluation
- Excellent time management with the ability to meet tight deadlines, manage multiple projects and work at pace
- An understanding of and commitment to equal opportunities, anti-discriminatory practice and user participation
- Ability to work effectively as part of a team and on your own initiative

##### **Desirable**

- Experience of working in a charitable organisation and/or in a community setting
- Experience of using social media to reach target groups and stakeholders
- Experience in using approaches to support both children's and adults mental health and wellbeing
- Training specific to supporting families (Solihull Approach, Trauma Informed Practice etc.)
- Knowledge and understanding of frameworks and principles relevant to role (GIRFEC, UNCRC etc.)
- Knowledge of welfare rights
- First Aid at Work Certificate
- Clean Driving Licence

This post is subject to a Disclosure Scotland check.