



**HOME  
START**  
Renfrewshire  
and Inverclyde

**Intensive Support Worker  
Candidate Information Pack**





# Hello

Thank you for your interest in the role of **Intensive Support Worker**.

This rewarding role directly impacts on the lives of local families. As a valued colleague joining our compassionate and forward-thinking team, you will be part of our vision of walking alongside families, offering early help, empowering families to build on existing strengths, to achieve better wellbeing outcomes for themselves and their children.

Home-Start Renfrewshire and Inverclyde is recognised as trusted partner in the local communities we serve and have been providing support to families in Renfrewshire for over 22 years and for over 8 years in Inverclyde. In the last 3 years, referrals across the service have increased by over 100% each year, a trend which we expect to continue. Our referrals come from a variety of sources including from families themselves, health visitors, social workers, nurseries, and other organisations.

We pride ourselves in being a non-judgemental, friendly and supportive organisation committed to equality, diversity and inclusion.

Home-Start Renfrewshire and Inverclyde is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults.

We look forward to receiving your application! **#becausechildhoodcantwait**

Please check our website for copies of our last annual reports

[www.hsri.org.uk](http://www.hsri.org.uk)



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## About Us

Through working with vulnerable families with at least one child under the age of 5 years, and expectant mums, Home-Start Renfrewshire and Inverclyde see first-hand the wellbeing and societal challenges faced by many parents of young children, exacerbated by the pandemic and impact of the cost-of-living crisis.

We are well placed, through our connectedness to the families themselves, alongside local and national partners, to tackle the challenges and inequalities faced by over 200 families currently supported across Renfrewshire and Inverclyde.

The families we support can take many forms including: single parents, young mums, grandparents or siblings providing kinship care, blended and foster families. Referrals are frequently through self-referrals, health professionals and social services for vulnerable families facing poverty, mental health challenges, isolation and loneliness, leading to a lack of confidence and low self-esteem. We help parents feel more confident in their parenting journey, supporting them to give their children the best start in life.

Our trained volunteers, critical to our service delivery, are individually matched with a family to then develop a close professional relationship through regular weekly visiting. We work hard to support our vital team of volunteers through our robust supervision and training programmes.

Our package of family support involves regular home visits, one to one support, groups, and online support.



# Intensive Support Worker



Funded until September 2026 with funding extension anticipated

**Salary:** £25,523.08 pro rata

**Hours:** 25

**Location:** Home-Start Office, St James House, 25 St James Street, PA3 2HQ

**Responsible to:** Lead Coordinator

## Job Description

### Purposes of the job

- To provide support for children, young people and their families in accordance with the Home-Start Memorandum & Articles of Association, Home-Start Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- Contribute to the effective day to day operation of the scheme through home-visiting and outreach work in accordance with the Home-Start Memorandum & Articles of Association, Home-Start Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- Maintain high standards of practice in supporting families within the Home-Start model.
- Maintain equality of opportunity, fairness and diversity in the scheme's work.
- Maintain good safeguarding practice in all areas of work.

### Main Responsibilities

- Provide intensive family support for families experiencing difficulties and challenges living in Renfrewshire.
- Receive referrals and, in collaboration with families, assess individual family needs.
- Manage a caseload of families, taking a strengths-based approach ensuring equality of opportunity, fairness, inclusion and diversity.
- Provide home visiting and outreach support for families to help them achieve emotionally healthier, less isolated, more active lives within their local community.
- Work in partnership with parents and carers to empower and build on their parenting skills, enabling them to achieve positive outcomes for their children.
- Encourage parents to play and engage with their children and become involved with their child's early learning and development.



# Intensive Support Worker

## Main Responsibilities Continued

- Provide information and support for parents on a whole range of issues, signposting to specialist advice when appropriate.
- Collaborate with other professionals/organisations working with the family to ensure the best possible outcome for parents and their children.
- Attend relevant meetings.
- To be responsible for case note recording, report writing and maintaining records.
- Keep records to ensure information is available for monitoring purposes and general enquiries.
- Attend and contribute to staff meetings, keeping other members of staff informed and aware of issues affecting the scheme and its support to families.
- Network appropriately within the community.
- Adhere to Home-Start Renfrewshire & Inverclyde's policies and practice.
- Undertake designated responsibilities to safeguard and promote children's welfare as per the safeguarding policy and procedure.







## Benefits of Working for Home-Start Renfrewshire and Inverclyde

- 25 days Annual Leave plus 12 Public Holidays (pro rata for part-time employees)
- Enhanced Sick Pay
- Family Friendly Working
- Inclusive and supportive culture
- Access to NEST Pension
- Personal Learning and Development Opportunities
- Access to DAS - A confidential counselling service 24hrs a day, 365 days a year available to all staff and immediate family members living in the household and over the age of 18.

## Our Commitment to Removing Bias During the Recruitment Process

### Application

- We operate a blind recruitment process. All applications are anonymised, avoiding any unconscious bias and a standardised scoring system is used to ensure fair shortlisting of candidates for interview.

### Interview

- We will be as flexible as we can to ensure you can attend your interview. We may be able to offer interview slots at non-standard times if necessary (dependent on hiring manager's availability).
- All interview questions/exercises will be sent out in advance of your interview to allow you time to prepare your answers.
- There will be at least one member of the recruitment panel who have been training in Safer Recruitment practices to ensure a fair and safe process.
- Standardised scoring will be used for each interview based on the criteria as stated in the candidate information pack for both the questions asked and also the exercise.





(A) - Application Form (I) - Interview (E) - Exercise

### Essential

#### Education and Qualifications

- Good standard of education : Degree, HNC Social Care/SVQ Level 3 or equivalent qualification working with children or families **(A)**

#### Employment History

- Relevant previous or current employment or voluntary work **(A)(I)**
- Experience of direct work with children, young people and families **(A)(I)**

#### Managing the scheme

- Knowledge of the voluntary sector and the roles and responsibilities of voluntary management committees **(A)(I)**
- Ability to process and collate information **(A)(E)**
- Ability to prepare reports and statistical information **(A)(I)**

#### Supporting families

- Understanding of the needs of families with young children **(A)(I)(E)**
- Knowledge of child development **(A)(I)**
- Awareness of factors impacting on issues facing vulnerable children, young people and their families **(A)(I)(E)**
- Experience of applying safeguarding and child protection policies and procedures **(A)(I)(E)**

#### Working in partnership and in the wider context

- Knowledge of the roles of agencies providing services for children and families
- Promotional skills **(A)(I)(E)**
- Presentation skills **(A)(I)(E)**

#### Self management/personal attributes

- Interpersonal skills **(A)(I)(E)**
- A compassionate and caring approach **(A)(I)(E)**
- A positive and creative approach to tackling tasks **(A)(I)(E)**
- Knowledge of and commitment to equal opportunities and anti-discriminatory practice **(A)(I)**
- Understanding for the need for professional confidentiality **(A)(I)**
- Good written and verbal communication skills **(A)(I)(E)**
- Negotiating skills **(A)(I)(E)**
- Good IT skills and knowledge – familiarity with Microsoft Office suite, social media platforms, Databases, the internet and electronic communications **(A)(I)(E)**

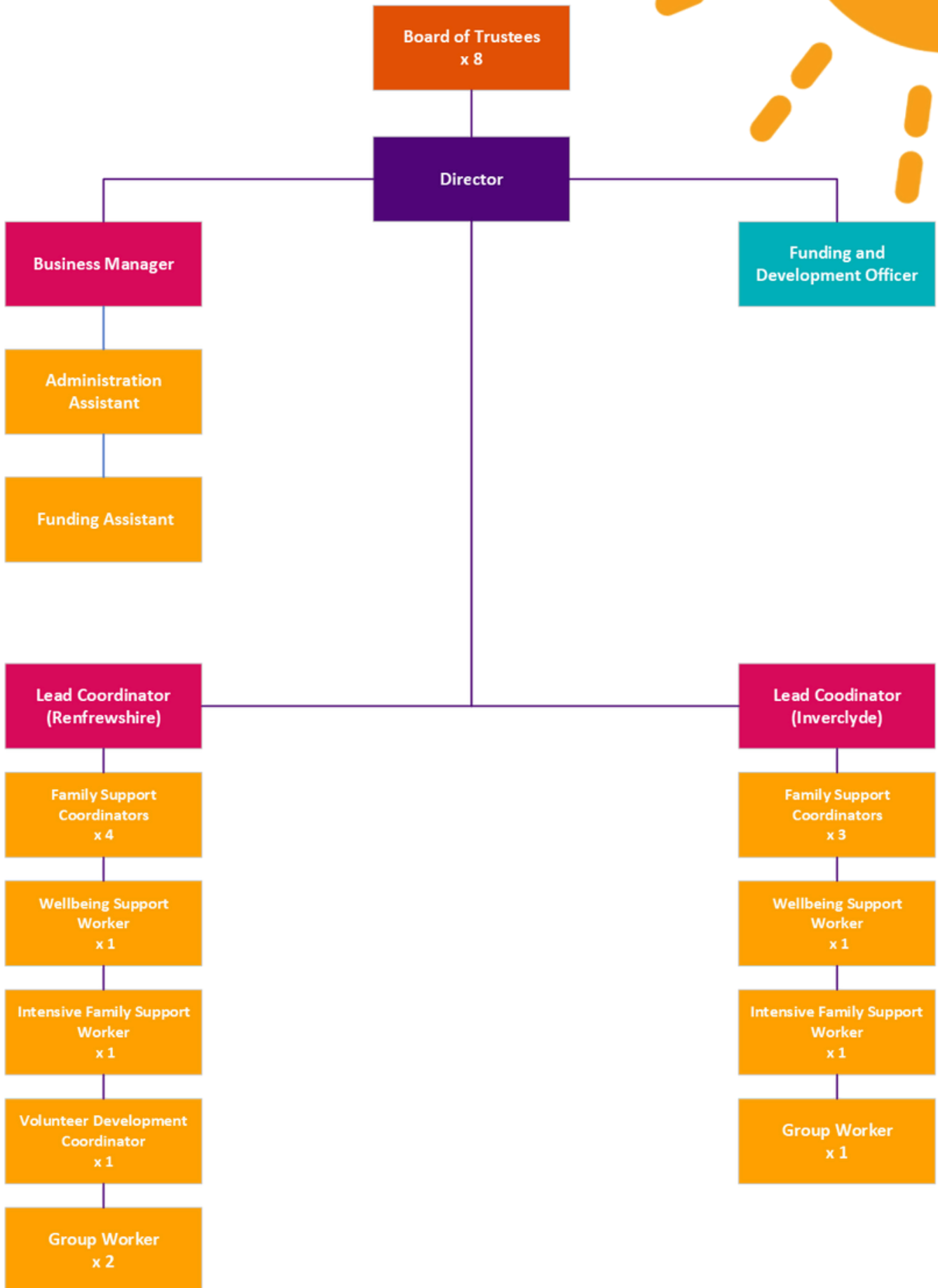
#### Special requirements

- Able to work flexibly, some evening or week-end work **(A)(I)**
- Willingness to access training opportunities **(A)(I)**
- Car driver/Owner **(A)**
- Eligibility to work in the UK **(A)**

### Desirable

- Relevant professional training, for example, Family Support Worker, Health Visitor, Teacher, Social Worker, Child Carer **(A)(I)**
- Parenting experience and/or significant care experience **(A)(I)**
- Experience of work in the voluntary sector or as a volunteer **(A)(I)**

# Home-Start Renfrewshire and Inverclyde Organisation Chart - The Team you will be joining





# What Our Families Say...

“

She's so positive and encouraging to me. She tells me to take a break and is always reminding me to do what's best for my mental health. Just having a cuppa with her makes me feel refreshed.

”

“

I think the biggest difference with Home-Start's support compared to other services is the volunteer wanted to be here. She didn't have to be, but she always showed up and dedicated her time to supporting me.

”

“

To all Home-Start volunteers, the moments you share with your families will be memories for life. Your impact will always shine on the children's lives and will be a special part of the parent's journey of having little kids

”

“

I'm more confident as a parent, I'm more confident having my daughter around other children and adults which has helped with her milestones. From my first week at group till now I can personally see the difference in myself. I'm not as anxious about going to group ( before the thought of going and not knowing who would be there made me feel physically sick) I'm more open to sharing my experiences as a parent to other mums now instead of just sitting quietly. Being around other mums in a safe space has helped build my confidence as I know I can openly talk about any struggles I've had over the week or any days where my anxiety has been really bad without feeling like I'm being judged

”

“

Home-Start played a big part in reducing the isolation we felt as a family.

”

“

I feel like I know who I can turn to for support when I need it as well as knowing who I can turn to for help. Going to perinatal has helped me make friends with other mums with children the same age as mine. Staff are always very welcoming and can tell straight away when your having a bad day or not feeling yourself, that helps a lot as sometimes just having someone ask if your okay and tell you they understand how your feeling and that it's okay to feel that way is sometimes all you need to hear.

”

