



Family Support Worker, Families Here and Now Service – North Lanarkshire

Person Specification

Essential

Knowledge and experience

- Educated to a high standard.
- Experience of supporting families and children/teenagers (up to age 26 for care experienced children) with challenging issues.
- Demonstrable experience of child/adult protection and safeguarding.
- Experience/knowledge of working with voluntary organisations.
- Experience of managing and supporting volunteers.
- Experience of group working.
- Experience of monitoring and reporting.
- Knowledge of legislation around The Promise, UNCRC, Child Protection, GIRFEC and Shannari indicators.
- Partnership working and stakeholder engagement.
- Experience of creating impactful marketing and communications activity with demonstrable results.

Skills

- Excellent interpersonal skills and the ability to manage relationships with a variety of internal and external stakeholders.
- Highly organised and the ability to prioritise tasks.
- Ability to motivate and manage volunteers.
- Excellent verbal communication and persuasive skills, with the ability to present information on MS Teams and face to face.
- A high standard of written skills with the ability to complete funding applications, reports to funders, Board etc.
- An adaptable and flexible approach.
- The ability to work well as part of a team.
- Strong record-keeping skills and a commitment to managing data.
- Proficiency in using Word, Excel, Outlook and MS Teams.

Personal Qualities

- A commitment to the partners' organisational values and behaviours.
- Encouraging equality, diversity and inclusion in the workplace.
- Treating with confidentiality any personal, private or sensitive information.
- A passion for our work, helping families through compassionate, non-judgemental support and working with volunteers.
- Visionary, with the ability to inspire and motivate others with a positive mind-set.
- Results-focused with the ability to personally deliver tangible outcomes.
- Creative in solving problems and entrepreneurially seizing opportunities.
- Resilient, collaborative, diplomatic and emotionally intelligent.
- Ability to work flexibly as required.
- Car driver and access to a car.