



Job Description

Job Title:	Family Support Worker (Children, Young People and Parents/Carers)
Hours:	F/T 35 hours per week
Salary:	£23,549 - £29,669
Reports to:	Service Manager
Location:	Hybrid working from Hamilton office and from home

COVEY's Mission and Values

Mission:

To support children, young people, and families to become more resilient, safe, and better equipped to reach their full potential. We achieve this through 1-1 and group-based befriending, mentoring, and family support across Lanarkshire.

Values:

- **Commitment:** Positive attitude, reliable, and consistent
 - **Openness:** Sharing information confidently and proactively
 - **Respect:** Accepting differing viewpoints, non-judgemental
 - **Innovation:** Embracing change, solution-focused
 - **Passion:** Belief in our mission, inspiring others positively
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Overall Purpose

To support the development and delivery of COVEY services through direct work with children, young people, parents/carers and whole families via 1-1 intervention/support and group-based mentoring. The role focuses on improving outcomes in health and wellbeing, social connections, confidence, financial wellbeing, and engagement with education, training, volunteering, or employment.

The role will involve assessing strengths and needs, planning, delivering, and evaluating interventions and strategies that support families to thrive, with a focus on enhancing resilience, family relationships, and overall family outcomes. This includes the identification, raising, recording, and reporting of child and adult protection issues.

Key Responsibilities

- **Delivery of Family Support Models:**
 - Collaborate with colleagues and partners to provide effective delivery of family support models.
 - Manage complex cases for children, young people, parents/carers, and whole families as required.
 - Depending on experience and caseload, assist Service Manager in line managing staff and/or volunteers.
- **Intervention and Support:**
 - Develop, organise, and deliver 1-1 and group interventions for children, young people, and parents/carers.
 - Manage and/or support referrals and assessments within the programmes
 - Work with participants to identify and achieve goals, ensuring continuous monitoring and evaluation.
 - Manage both informal and formal interventions, including complex cases in collaboration with experienced Family Support Workers and Service Managers.
- **Volunteer and Student Support:**
 - Work closely with volunteer mentors, befrienders, and students, supporting their day-to-day activities within family support projects.
 - Assist experienced Family Support Workers and Service Managers in training and developing volunteers and students.
- **Safeguarding and Risk Management:**
 - Report and record safeguarding concerns in line with Child Protection, Adult Protection, and other relevant policies.
 - Conduct risk assessments and management for participants in both 1-1 and group settings.
- **Engagement and Participation:**
 - Facilitate pathways for engagement and co-design within COVEY's Ambassador Groups, planning events and opportunities to support participant involvement.
- **Reporting and Administration:**
 - Support in preparing internal and external reports, including grant applications and reports to funders.
 - Assist in capturing participant quotes and case studies for presentations, proposals, or social media.
- **Training and Development:**
 - Participate in continuous personal development and mandatory training to maintain and enhance skills.
 - Contribute to the delivery of internal training programmes.
- **Organisational Contribution:**

- Attend and contribute to regular supervision sessions, team meetings, and other organisational meetings as required.
 - Support the achievement of funding targets and project outcomes through ongoing monitoring and evaluation.
 - **General Duties:**
 - Undertake any other duties as reasonably required in line with the role.
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Person Specification

Education and Qualifications:

- HNC/SVQ 3 Level in Health and Social Care Services, Social Services, Community Development, Youth Work, or equivalent. Relevant experience and skills may substitute formal qualifications.

Skills and Experience:

- Experience in assessing and supporting individuals with complex needs, including children, young people, adults, and carers.
- Competence in delivering 1-1 and group-based interventions, including managing complex cases.
- Proven ability to work with community, statutory, and voluntary agencies to support vulnerable families.
- Strong communication and administrative skills, including report writing and use of office software (e.g. Salesforce).
- Experience in managing safeguarding risks, conducting risk assessments, and supporting volunteers and students.
- Ability to organise and prioritise workload in a dynamic environment, with knowledge of data security and GDPR.

Other Requirements:

- Availability for evening and early morning work as required.
 - Enhanced PVG required.
 - Full Driving License with access to a car for business purposes.
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This job description may be subject to review following discussion with the post holder and line manager, and the duties and responsibilities will be undertaken in accordance with COVEY's policies and procedures.