

Family Support Worker Job Role Profile

Key responsibilities:

- Overseeing the daily operations of the Family Support Service under the guidance of the Service Manager.
- Establishing and nurturing relationships with children and families to identify and address unmet needs.
- Collaborating with the Scottish Prison Service (SPS) to create a welcoming and safe environment for families.
- Maintaining and keeping up to date relevant information, leaflets, posters etc. for the Family Support Service
- Discussing and responding sensitively and appropriately to enquiries from visitors.
- Adhering to the highest standards of confidentiality.
- Attend meetings necessary for the role in the community and within the prison.
- Developing effective communication channels with community-based services and working together to signpost, source materials, resources, and provide one-on-one support for prison visitors.
- Managing a database of relevant organisations, documenting support provided, and tracking referrals for reporting purposes.

Qualifications:

- Relevant professional qualification e.g. health or social care, Early Years.

Preferred Skills:

- Experience of working with families experiencing challenge
- Experience of working and negotiating collaboratively in a multi-agency environment
- Providing, and signposting to, advice and support
- Building positive partnerships and networks
- Negotiation and advocacy
- Professional attitude towards service users, colleagues, other professionals and external contacts
- Ability to work in a challenging environment
- Understanding of the need to apply the principles of confidentiality and sensitivity
- Building effective relationships
- Providing excellent written reports, monitoring and self-evaluation
- Excellent verbal and written communication skills
- Excellent ability to communicate and empathise
- Good organiser with ability to manage own workload
- Flexibility, initiative and self-reliance
- Working on own initiative and also as part of a team
- Relevant, current IT skills

Values and Personal Commitment

- Value and respect the contributions of others
- Value constructive feedback
- Show commitment to achieving high standards and objectives
- Understand and value fairness, diversity, dignity, social inclusion, equality and anti-discriminatory practice
- Non-judgemental, inclusive and welcoming approach

Work Environment

- Supportive, positive and collaborative team culture
- Opportunities for training, career growth and development
- Family-friendly environment with a focus on staff wellbeing.

Training and Development

The Family Support Worker will be expected to keep up to date in terms of knowledge and skills in their area of work. It is also expected that all staff will keep themselves up to date in terms of policy developments, priorities and practice at organisational, local and national level.

The Family Support Worker will be given the opportunity to develop professional interests within the limits of time and resources available and in accordance with furthering the aims of the organisation.

The Family Support Worker will promote and adhere to the values, philosophy, and policies of Early Years Scotland at all times.

In recognition of the value placed on volunteering within Early Years Scotland the Family Support Worker will encourage volunteers to be involved in the work of the organisation.

Accountability

The Family Support Worker is accountable to the Board of Directors through the Chief Executive and will be line managed by the Centre Coordinator.