



Glasgow North and  
North Lanarkshire

## Group Worker – Glasgow North

### Candidate Information



Company Registration SC280855

Registered Charity SC032736



# Hello

We are delighted that you are interested in working with us at Home-Start Glasgow North and North Lanarkshire (HSGNNL). Let us tell you a little bit more about the charity and our work with families, communities and volunteers.

HSGNNL is a federated organisation that works alongside families who have at least one child under the age of five, living in North Glasgow or North Lanarkshire.

Parenting is not easy and can often be more challenging when coupled with other difficulties, such as isolation, trauma, physical disabilities, poverty, Adverse Childhood Experiences (ACEs), being a young parent or a single parent, bereavement, or coping with multiple births, eg twins/triplets.

Our core service is home-visiting volunteer support where dedicated volunteers work alongside parents in their own home to help them cope with the challenges they are facing. We also offer group support in local communities, which encourages and motivates families to participate in healthy, stimulating activities, reduces isolation, and promotes interaction between parents and children and other families. In addition, we offer bespoke intensive perinatal and infant mental health support, Video Interaction Guidance (VIG) and support and guidance to families navigating the complex and challenging asylum process.

Building on the success of our established home-visiting family support service and delivery of parenting support groups across North Lanarkshire and North Glasgow, HSGNNL have recently opened an innovative Early Years Family Hub in Maryhill where all families can drop in from pregnancy through the early years of parenthood to access support. The Hub provides access to community-led midwifery support along with other services and resources, such as parenting and peer support, events and training, support around well-being and health, and a space to develop new relationships and friendships. By consolidating services and developing new and existing relationships, we have created a barrier-free, convenient community space which promotes a sense of community support for families when they need it most.

We work closely with our communities ensuring our services meet the needs of local families, their children, and their new babies. We are here for all families, and we are passionate about ensuring equal access to early years and family support for every pregnant person, parent, baby and child.



# Our Vision, Our Mission, Our Values

## **Our Vision - What is our dream?**

Children and families are happy, thriving, confident and resilient.

## **Our Mission - What will we do?**

To ensure children have the best possible opportunities to flourish, we nurture and support families to build confidence, improve health and well-being, strengthen relationships and connect with their communities.

## **Our Values - How will we behave?**

- |                      |   |
|----------------------|---|
| <b>Respect</b>       | We respect everyone's rights, beliefs and feelings. We treat everyone with empathy, compassion and dignity.   |
| <b>Integrity</b>     | We are accountable for our actions and behaviours. We strive to build honest, trusting relationships with everyone.   |
| <b>Inclusion</b>     | We listen and respond to the voices of children and families. We acknowledge their unique needs, preferences and characteristics, ensuring our services are inclusive and accessible for all. |
| <b>Collaboration</b> | We value everyone's contribution and explore different ideas. We are curious to learn from others and we build partnerships to bring positive change.   |
| <b>Commitment</b>    | We challenge ourselves to be our best and to deliver a meaningful and positive experience for our families, volunteers and staff.   |

# Strategic Outcomes

## **Our Outcomes - What does success look like?**

### **Outcome 1 – IMPACT**

Through bespoke early intervention with practical and emotional support, families will demonstrate improved mental and physical well-being, increased self-confidence, positive relationships and engagement within their communities.

### **Outcome 2 – CONNECTION**

Staff, volunteers and families feel valued, respected and recognised. Their emotional and physical well-being and life experiences are enhanced through support, development opportunities, training and increased connections.

### **Outcome 3 – GROWTH**

The voices and views of those involved in our service, together with research and experiences, will be the foundation of future growth and development.



# Job Description

<b>Job Title:</b>	<b>Group Worker – Glasgow North</b>
<b>Hours of work:</b>	35 - flexible working/community based (some home-working)
<b>Salary:</b>	£24,653 - £26,028
<b>Location:</b>	Netherton Community Centre, 358 Netherton Road, Glasgow G13 1AX
<b>Responsible to:</b>	Programme Manager

## Role Purpose:

To plan, develop and facilitate group sessions for parents, young children, and babies that strengthen parent-child bonding, promote early childhood development, and support parental mental health and well-being.

## Key Responsibilities

### Group Facilitation & Family Support

- Plan and deliver engaging group activities, such as baby massage and peer support groups, tailored to support bonding, attachment, and parental and infant mental health.
- Provide a welcoming, inclusive, and stimulating environment for families.
- Encourage the active participation of parents/carers in their children's development through play and learning.
- Ensure groups are non-judgemental, respectful spaces that reflect the needs of all families, including those with additional support needs.
- Maintain high standards of safety and hygiene, complete risk assessments and record incidents appropriately.
- Support and guide volunteers working within group settings.

### Partnership Working

- Build relationships with local agencies and partners to ensure services are inclusive and effective.
- Invite relevant external professionals to deliver sessions or provide information within the group setting.
- Encourage families to access local resources and activities (eg libraries, Bookbug).
- Promote the work and values of HSGNNL in the wider community.

### Monitoring, Evaluation & Development

- Maintain accurate records, including attendance registers, session evaluations, and child development observations.
- Use monitoring tools, such as Charitylog, to capture data and support evaluation.
- Liaise with the Programme Manager and Business & Finance Manager regarding budget for resources.

- Contribute to internal and external reporting and the ongoing development of the group programmes.
- Share best practices locally and nationally through peer support and participation in the Home-Start network.

### **Governance, Compliance & Safeguarding**

- Ensure all activities are carried out in accordance with Home-Start's Memorandum & Articles of Association, Quality Assurance Standards, and safeguarding frameworks.
- Promote and uphold the principles of equality, diversity, and inclusion in all aspects of service delivery and team management.
- Ensure safeguarding practices are embedded and consistently applied across all group activities.

The post-holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

# Person specification

## Essential Criteria

### Experience

- Experience of planning and facilitating group activities for families with young children.
- Experience of working collaboratively with stakeholders and partners.
- Experience in building positive relationships with families, volunteers, partners, and professionals across sectors.

### Skills and Knowledge

- Understanding of early childhood development, including perinatal and infant mental health, and the complex needs of families with babies and young children.
- Knowledge and understanding of safeguarding principles, legislation and best practice in protecting both children and vulnerable adults.
- Understanding of key policy and practice frameworks, such as The Promise, UNCRC, and GIRFEC, which supports the well-being of children and babies.
- Knowledge of inclusive and accessible practice, with a commitment to equality and removing barriers for marginalised communities.
- Strong planning and organisational skills, with the ability to prioritise competing demands.
- Excellent interpersonal skills and the ability to build trusted relationships with diverse groups.
- Confident in using IT systems (Microsoft Office, CRM platforms) for monitoring and administration.

### Personal Attributes

- Commitment to Home-Start's ethos, including early intervention, family-centred practice, and community engagement.
- Passionate about supporting families and early years development.
- Strong emotional intelligence with a non-judgemental, empathetic approach.
- Resilient, self-motivated, and able to work independently and as part of a team.
- Demonstrates a positive, solution-focused mindset.
- Flexible and adaptable to meet the changing needs of families and the service.

### Desirable Criteria

- Knowledge of the policy context for early years, public health, or family support in Scotland.
- Understanding of the Glasgow North and North Lanarkshire communities and the specific needs of families in these areas.
- Ability to manage, guide, and support volunteers.
- Experience working with Boards.

A driving licence and access to a car is essential.

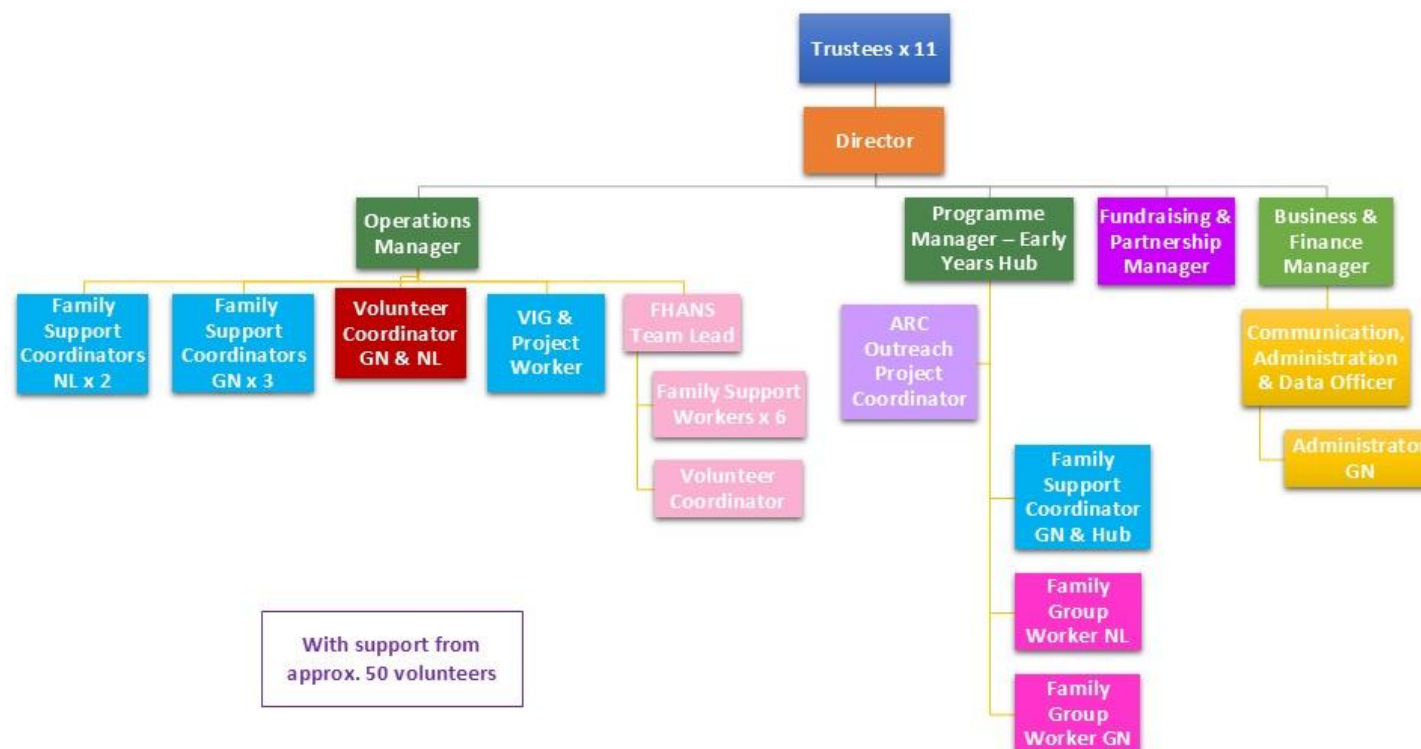
## The benefits of working for HSGNNL

Standard 35-hour work week (hours for particular roles as detailed on Job Description)	Hybrid working (including flexitime)	Access to learning and development opportunities
25 days annual leave plus 12 public holidays per year (pro rata for part-time hours). Two weeks closure at Christmas and New Year. Holiday year runs from 1 April to 31 March.	Pension scheme – 8% employer contribution	Paid time off for volunteering (2 days per year)
Quarterly staff well-being activities	Employee/Volunteer Assistance Programme – confidential counselling service for staff member and immediate family members	Inclusive and supportive culture
Enhanced sick pay	Enhanced maternity and paternity benefits	Dependents Leave

# The team that you will be joining

HSGNNL currently has 26 employees.

Please see our organisation chart below to see how your role fits into the wider organisation:







# Removing bias during the recruitment process

In line with our commitment and desire to build a diverse workplace, we have put some processes in place to ensure a fair recruitment process.

## The application

- The recruitment process is blind. When you apply, your personal details are anonymised to avoid any unconscious bias, and we use a standardised scoring system to ensure fair shortlisting of candidates for interview.
- Ask our recruitment team any questions or voice any concerns and the team will happily support you in overcoming any barriers that we may have missed.

## The interview

- We will be as flexible as we can to ensure you can attend your interview. Depending on the individual hiring manager's flexibility, we can offer some interview slots in the evenings or at the weekend if necessary.
- We send out all the interview tasks and/or questions that you will be asked before your interview to give you time to prepare meaningful answers.
- We have a member of the recruitment team who is trained in Safer Recruitment on the panel for each interview to ensure a fair and safe process.
- We use a standardised scoring sheet for each interview with pre-agreed criteria based on the Candidate Pack and interview questions/task sent to you beforehand. At the end of the interview, each panel member gives their score and we take an average of these to reduce any risk of bias.

