

Post: **ACCESS TO SERVICES SUPPORT WORKER**

Main Purpose: The Access to Services Support Worker will work closely with the Families First (FF) service team to lead in planning and addressing the individual needs of our service users. This role ensures that service users are supported and empowered to access our services, including coordinating and facilitating their transportation. The post holder will be responsible for arranging appropriate transport solutions, providing assistance during journeys when necessary, and ensuring that service users can safely and reliably attend their scheduled programmes and activities.

This post is a regulated role for both children and adults and thus subject to a Protection of Vulnerable Groups criminal background check. Operating within a legal framework and the policy and objectives of Families First at all times.

Salary Scale: FF Scale FF3, points 1-3, part time 20-25 hrs per week, **£24,242 - £25,070 (FTE)**

Working pattern: 20 - 25 hours to be worked over Monday – Friday ideally, during term time, as follows:

- Monday 1.30pm – 5.30pm
- Tuesday 2.30pm – 8.30pm
- Wednesday 2.30pm – 8.30pm
- Thursday 12pm – 5.30pm
- Friday 2pm – 5.30pm

Accountable to: With greater flexibility during school holidays.
Befriending Coordinator

Key Tasks:

- 1. To effectively lead, manage and coordinate the transport needs of Families First service users, by:**
 - 1.1 Liaising with the service team on the transport needs of our service users.
 - 1.2 Liaise and communicate clearly with families, colleagues and other agencies regarding transport arrangements to ensure all are kept informed of children and young people's plans.
 - 1.3 Logistically plan and map service user transport needs. Creating an itinerary of support, pick-ups and drop offs involving yourself, volunteer drivers, taxis, parents and carers, with individuals' complexities and needs, economy, efficiency and sustainability in mind.
 - 1.4 Recognise that some service users may require additional support due to their complex needs and personal circumstances. The post holder will not only provide transport but also play a key role in creatively supporting service users to access services, ensuring inclusivity and accommodation of their specific support needs.
 - 1.5 Explore with service users their capabilities and any barriers they may face to being able to facilitate their own travel to services and wider community offering practical and emotional support and encouragement to overcome these where possible.
 - 1.6 Liaise with local transport providers to raise awareness of and advocate for the needs of our service users.
 - 1.7 Contribute to local consultations and conversations highlighting the needs of our service users and supporting their voice to be heard.
 - 1.8 Assist in the preparation of reports and other statistical information as required.

2. To prioritise the Health and Safety of service users accessing FF services.

- 2.1 To observe good practice through government and national guidance such as UNCRC, GIRFEC, The Promise, Fife Children's Services Plan and Child Protection.
- 2.2 To be responsible for the supervision and safety of service users travelling in FF associated vehicles at all times; understanding the needs of children and adults with additional support needs, and know how to respond appropriately, especially when driving.
- 2.3 Ensure transport activities/aids are well resourced and that these resources are kept clean, tidy and in good working order in accordance with the organisation's Health and Safety policies.
- 2.4 Ensuring all health and safety checks and risk assessments are in place and recorded for travel and transport duties and that any issues are resolved as quickly as possible.

3. To provide appropriate support to colleagues and volunteers when delivering services on behalf of Families First.

- 3.1 Alongside FF Volunteer Coordinator, provide support to volunteers as appropriate.
- 3.2 Work alongside FF Volunteer Coordinator to ensure volunteer drivers are supported and that FF policies and procedures are followed with regards travel expenses etc.
- 3.3 Maintain your own supervision, appraisals and training to support others and to enhance your role.
- 3.4 To support colleagues by attending staff meetings, becoming involved in the development of FF services, including policy, procedure and training resources.
- 3.5 To be an ambassador for FF by attending events such as recruitment fairs and telling others about FF as and when appropriate during your daily activities.
- 3.6 Support colleagues to deliver other FF services as required.

4. To be aware of Families First culture, Child and Adult Protection procedures and to operate within them at all times.

Families First exists to respond to the needs of children and their families in our community and many of the tasks and responsibilities can be unpredictable and varied. It is, therefore, expected that all staff will work in a flexible manner when required, undertaking tasks that have not been specifically covered in their job description, to support their colleagues. It is expected that all staff will take part in their Continuing Professional Development (CPD) to suit their role, understand their colleague's role and facilitate organisational development.