

Job Description

Job Title

Forces Family Resilience Support Worker (FFRSW)

Responsible To

Manager/Team Leader

Location

Helensburgh & Lomond Carers SCIO, Lomond House, Helensburgh, with outreach throughout the Helensburgh and Lomond area and occasional travel to partner venues and Armed Forces locations, including HM Naval Base Clyde (Faslane).

Hours

25 hours per week

Contract

Fixed-term funded post 12 months from start date, may be continued (subject to funding)

Salary

£24,333

Job Purpose

The Forces Family Resilience Support Worker will provide dedicated support to serving and ex-serving Armed Forces personnel with caring responsibilities, as well as their spouses, partners, children and wider family members.

The postholder will deliver person-centred and preventative support that improves wellbeing, reduces isolation, strengthens family relationships and builds resilience. Working within a whole-family model, the role will support families experiencing the combined challenges of military life and unpaid caring responsibilities, particularly during periods of transition, deployment, reintegration, illness, injury and change.

Given the specialist nature and short-term funding of this project, the successful candidate will be expected to establish effective relationships with Forces families and Armed Forces partners quickly and demonstrate an ability to understand and respond to the unique circumstances of military life.

Key Responsibilities

Direct Support

- Provide one-to-one emotional and practical support to serving and ex-serving Forces carers and their families.
- Identify, register and develop person-centred adult care support plans and young carers statements
- Identify needs and support families to access appropriate services, benefits, resources and opportunities.
- Support families through periods of transition and reintegration, including deployment, return to family life, illness, injury and transition from military to civilian life.
- Maintain regular contact with beneficiaries and review progress against agreed outcomes.

Whole Family Support

- Deliver a whole-family approach that recognises the impact of caring responsibilities on all family members.
- Support positive family relationships, communication, wellbeing and resilience.
- Work with children, young people, parents, partners and wider family members where appropriate.
- Deliver interventions that strengthen family stability and reduce the risk of crisis.

Young Carers and Young Adult Carers

- Identify, engage and support young carers aged 5–17 and young adult carers aged 18–24.
- Ensure young carers are recognised, supported and able to access opportunities that improve wellbeing and resilience.
- Promote positive outcomes for children and young people affected by caring responsibilities.

Group Work and Activities

- Develop and facilitate peer support opportunities for Forces carers and families.

- Organise and deliver wellbeing activities, family events and group programmes.
- Reduce social isolation and encourage community connections.
- Promote co-production and involve beneficiaries in shaping services and activities.

Information, Advice and Signposting

- Provide information, advice and guidance relating to caring, wellbeing and available support services.
- Support beneficiaries to access military welfare services, statutory agencies and community resources.
- Make referrals and coordinate support where required.

Partnership Working

- Build and maintain effective relationships with organisations including:
 - HMS Faslane
 - Royal Navy Royal Marines Welfare
 - SSAFA
 - Vector24
 - Forces Children Scotland
 - Naval Children's Charity
 - Reading Force
 - Education and community partners
- Act as a key point of contact for Forces families and partner organisations.
- Strengthen referral pathways and collaborative working arrangements.
- Promote coordinated, seamless support for Armed Forces families.

Outreach and Engagement

- Raise awareness of caring responsibilities within the Armed Forces community.
- Promote the project through outreach, presentations, events and networking opportunities.
- Identify hidden carers and groups less likely to seek support.
- Represent the organisation at meetings, forums and community events.

Monitoring, Evaluation and Reporting

- Maintain accurate records and case management information using organisational systems.
- Record beneficiary outcomes and progress.
- Gather feedback, outcome evidence and case studies.
- Contribute to reports for management, trustees and funders.

- Support monitoring and evaluation activities to demonstrate project impact.

Safeguarding

- Adhere to all organisational safeguarding, child protection and adult protection procedures.
- Identify and appropriately respond to wellbeing or safeguarding concerns.
- Undertake risk assessments where required.
- Maintain confidentiality and comply with GDPR and organisational policies.

General Responsibilities

- Participate in supervision, appraisal, training and continuous professional development.
- Promote equality, diversity and inclusion.
- Work flexibly, including occasional evenings and weekends where required.
- Undertake any other duties commensurate with the level of the post.

Person Specification

Qualifications

Desirable

- Relevant qualification in Health & Social Care, Community Learning & Development, Youth Work, Community Development, Education, Counselling or equivalent relevant experience.
- Additional training in safeguarding, mental health, family support, trauma-informed practice or wellbeing.

Experience

Essential

- Experience of working in a family support, community, health, social care or voluntary sector role.
- Experience of supporting children, young people, adults, families or military families with a range of support needs.

- Experience of working in partnership with other organisations to achieve positive outcomes.
- Experience of managing a varied caseload or workload, maintaining accurate records, and working independently.

Desirable

- Experience of working with Armed Forces personnel, veterans, reservists or military families.
 - Experience of supporting unpaid carers.
 - Experience of community outreach and engagement.
 - Experience of delivering family-focused or wellbeing-based programmes.
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Knowledge and Understanding

Essential

- Understanding of the impact of caring responsibilities on children, young people, adults and families.
- Understanding of person-centred, strengths-based and whole-family approaches.
- Understanding of safeguarding and child/adult protection practice.
- Understanding of equality, diversity and inclusion.
- Knowledge of confidentiality and data protection requirements.
- Understanding of factors that can contribute to social isolation, poor wellbeing and family stress.

Desirable

- Understanding of military culture and the challenges experienced by serving and ex-serving Forces families.
 - Knowledge of support services available to Armed Forces personnel, veterans and their families.
 - Knowledge of the Carers (Scotland) Act 2016.
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Skills and Abilities

Essential

- Excellent communication and interpersonal skills.
- Ability to build positive, trusting relationships with individuals and families.

- Ability to quickly develop and apply an understanding of Armed Forces culture and the unique challenges experienced by serving personnel, veterans and their families, and use this knowledge to deliver effective, person-centred support.
 - Ability to assess needs and provide appropriate support.
 - Ability to work both independently and as part of a team.
 - Ability to establish and maintain effective partnerships.
 - Strong organisational and time-management skills.
 - Ability to maintain accurate records and produce reports.
 - Good IT skills, including Microsoft Office and database systems.
 - Ability to facilitate groups and activities.
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Personal Qualities

Essential

- Empathetic, approachable and supportive.
 - Committed to empowering carers and families.
 - Flexible and adaptable.
 - Reliable and organised.
 - Resilient and able to manage competing demands.
 - Professional and trustworthy.
 - Committed to the values and objectives of Helensburgh & Lomond Carers SCIO.
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Other Requirements

Essential

- Ability to travel throughout the Helensburgh and Lomond area.
- Membership of the PVG Scheme (or willingness to join).
- Willingness to undertake occasional evening and weekend work.
- Full UK driving licence and access to a vehicle.