



Role description and person specification

Role: Family Support Worker (Mid Ross, Caithness and Skye, Lochalsh and Wester Ross) – needs to be within commuting distance of Wick.

Hours: Part-time (20 hours per week)

Salary: £27,864.20 (£15.31 per hour) pro rata (full time = 35 hours per week)

Holidays: 37 days/259 hours per annum including public holidays (pro-rata)

Pension: 3% employer contribution

Place of work: Hybrid - predominantly working from home (laptop and mobile phone will be provided). There is also an expectation of travel within the assigned locality area as part of service delivery.

Contract: One year initially, with the expectation of renewal on a permanent basis.

Reports to: Senior Family Support Worker and Chief Officer

Closing date: Tuesday 9 September 2025 (midnight)

Interview date: To be confirmed

Application notes:

For a confidential discussion, please contact Chief Officer Sarah Fowler (sarah.fowler@thrivingfamilies.org.uk)

Applications should be sent to sarah.fowler@thrivingfamilies.org.uk with the subject line 'Application for employment' and include the following:

1. A CV, not more than two sides of A4 and including two referees, including your current or most recent employer. Referees will only be contacted if we make you a conditional offer of employment.
2. A Letter of Application to include
 - What attracted you to the role (maximum 200 words)
 - A general statement in support outlining how your knowledge, skills and experience meet the essential criteria listed in the person specification (maximum 1000 words)

All applications will be acknowledged, and candidates will be kept informed on the progress of their application.

Please note: When we shortlist the applications to see who we will interview, we will score the applications against the criteria in the person specification, looking for evidence that the applications meet the essential criteria. Please evidence how you meet the person specification in your application.

About Thriving Families

Our charity (previously known as Chip+) has been supporting families in the Highlands for over three decades. Our goal is to be the 'go to' organisation known for improving the lives of families in the Highlands by giving them confidence, empowering them to know their rights, know what questions to ask and have their voices heard.

We are currently commissioned to provide an independent information, advice, and support service for families with children (up to age 25) with additional support needs, and the professionals working with them. An additional support need is anything which means a child needs more, or different, support to another child the same age to make the most of their lives.

Find out more about us on our website (<https://www.thrivingfamilies.org.uk/>) and social media page (<https://www.facebook.com/thrivingfamilies>).

About the role

Family Support Workers provide one-to-one holistic, information, advice and support to families across Highland via phone/email/online, supporting and enabling them to improve their lives by building their confidence, empowering them to recognise their personal expertise and value, implement practical support strategies, access services, know their rights, and have their voices heard.

Each Family Support Worker will also have a specific locality remit as detailed earlier: for 1) face-to-face support activities in collaboration with local organisations and communities and 2) building relationships with local partners and communities to a) improve our reach and impact and b) identify and pursue opportunities for collaboration to effectively meet local needs within the resource available.

Family Support Workers are working towards the following outcomes for families:

- Reduced isolation – building relationships with others
- Improved resilience – enabling coping mechanisms at a time when the usual strategies and services may not be available
- Improved access to information, support and advice

- Improved recognition of own strengths
- Improved mental health and well-being
- Increased confidence to make positive changes

As a small charity team work is integral to our success and effective functioning. It is sometimes necessary for team members to share responsibility for a range of tasks such as communications/fundraising/service strategy/monitoring for which a larger organisation would have dedicated posts.

Responsibilities and duties

Family Support Workers support service users by:

- Providing emotional support and a 'listening ear'.
- Answering enquiries in a confidential, caring, professional and supportive manner.
- Informing service users about the rights of children and young people in line with appropriate legislation including the Additional Support for Learning Act, the Children and Young People Act, the Carers Act and the UNCRC.
- Providing service users with information and advice which develops their knowledge and understanding about the needs of their children and young people who have additional support needs (ASN).
- Signposting/referral to relevant and appropriate sources of information and support
- Empowering service users by building their confidence, giving them the reliable information and supporting them to advocate for themselves and their family.
- Improving resilience and enabling self-confidence to challenge the system at a time when the usual strategies and services may not be available.
- Providing support timeously by telephone, email, online and face-to-face.
- Attending and delivering outreach events relevant to the charity's work e.g. face-to-face support groups, roadshow events.
- Keeping up-to-date and accurate records in line with GDPR requirements and best practice, for both case management and monitoring/evaluation purposes.
- Sharing information with families via social media/other digital platforms.

Other duties

- To consider the charity's brand proposition and strategic plan across all service delivery and development activities.
- To attend meetings/events to represent the charity and the voices of service users.
- To attend and participate in team meetings.
- To participate in support and supervision.
- To attend and feed into Board meetings as required.
- To attend relevant training and development opportunities.
- To provide training workshops for service users on key issues relevant to children, young people, and their families

- To establish and maintain relationships with national/local organisations and networks relevant to the charity.
- Maintain high quality standards of service delivery, including planning, knowledge exchange, monitoring and reporting.
- Produce written reports for relevant audiences, including input to the Strategic Plan.
- Comply with the charity’s policies, procedures and working practices.
- Help with developing ideas and plans for a range of fundraising activities.
- Carry out any other duties as may be determined from time to time by the Chief Officer, which may be reasonably required of the post holder.

Person specification

Essential	Desirable
<ul style="list-style-type: none"> • Experience of working alongside children, young people and/or families. • Knowledge and understanding of the strengths and pressures within families with additional support needs. • A strong value base with a commitment to a person-centred, solution-focused, outcomes-based approach. • Knowledge, understanding and commitment to GIRFEC, child protection and trauma-informed practice. • Good listening, verbal and written communication skills. • Experience and commitment to working in partnership and build relationships with a wide range of individuals and groups to achieve positive outcomes. • Organisation and planning skills with the ability to work autonomously and 	<ul style="list-style-type: none"> • A relevant further/higher education qualification or equivalent experience* • Knowledge and understanding of the workings of statutory and third sector providers, specifically education and health and social care. • Knowledge of GDPR, data protection legislation and good practice. • Experience of monitoring and evaluation. • Knowledge and experience of using a case management system. • Experience of service development <p><i>* We recognise that many people who have no formal qualifications find a path to working in the Third Sector. In keeping with our commitment to equal opportunities we do not wish to present unnecessary barriers to those who can demonstrate their ability to meet all essential (and many desirable) criteria for this post.</i></p>

manage and prioritise a diverse workload.

- Self-motivated with a flexible approach to your work and the ability to work on own initiative as well as part of a team.
- Confident in presenting to a variety of stakeholders including families, professionals, colleagues and Board of Trustees.
- Competent and confident in the use of new technologies, including mainstream software packages, email and internet.
- Current full driving licence and access to own transport.

thrivingfamilies.org.uk

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Thriving Families is a Scottish Charitable Incorporated Organisation (SCIO), SC024835, regulated by the Scottish Charity Regulator (OSCR).