



Job Description

Job Title:	Family Support Worker
Employer:	Home-Start Glasgow North and North Lanarkshire (HSGNNL)
Location:	Families Here and Now Service – North Lanarkshire
Hours of Work:	35 hours per week (including some evenings and weekends)
Salary Scale:	£26,687 - £31,060
Responsible to:	FHANS Team Lead
Responsible for:	Volunteers

Purpose of the job

To deliver an outreach support role across the North Lanarkshire area, based in or around community hubs/schools/nurseries and family homes.

Main Responsibilities

Support for families

- Deliver a range of preventative and early intervention ‘whole family’ support as part of a collaboration with Barnardo’s, Action for Children and Impact Arts. This includes pregnant parents, families with young children and children up to the age of 18 (up to 26 if care experienced).
- Support the referral process, including conducting assessment of referred families to understand appropriate support requirements.
- Create a person-led plan to work alongside the families to help them address and cope with immediate crisis or challenges which impact their own mental/physical health and that of their children.
- Respond flexibly to families’ needs, delivering services either 1:1 or managing home-visiting volunteers and/or group activities.
- By listening and responding to the needs of the community, plan and deliver community activities within hubs or community venues.
- Ensure support to families is reviewed at regular intervals and outcomes monitored.
- Ensure the principles of The Promise, UNCRC and GIRFEC are implemented.
- Undertake designated responsibilities to safeguard and promote adult and children’s welfare.
- Promote bonding and attachment between parents and children.
- Provide information and support to parents, signposting to specialist advice and services when appropriate.
- Work in partnership with other professionals/organisations working with the family to ensure the best possible outcome for parents and their children.
- Signpost to other/specialist agencies as required.
- Attend and contribute to staff meetings, keeping other members of staff informed and aware of issues affecting the scheme and its support to families.



Managing Volunteers

- Support the Volunteer Coordinator in recruiting and training volunteers.
- Match and introduce volunteers to families.
- Provide support, supervision and ongoing training opportunities for volunteers.

Working in Partnership

- Work with the hub partnership to raise awareness, recruit volunteers and access families across North Lanarkshire.
- Ensure appropriate liaison with referrers and other professionals.
- Network within the community to raise the profile of the work of Families Here and Now Service.

Monitoring and Evaluation

- Monitor and evaluate the service delivered against agreed targets and produce regular reports and case studies as required.
- Support the Team Lead to keep records up to date on CRM system (Charitylog) to ensure information is available for monitoring purposes and general enquiries.

Supporting the work of the project

- Undertake work as delegated by the Team Lead to support the sustainability of the project.
- Support the implementation and review of all policies and procedures.
- Promote the work of the project, as required by the Team Lead.
- Contribute to and support the development of the Families Here and Now Service locally, regionally and nationally.
- Contribute to the effective day to day operation of the project in accordance with the Home-Start Memorandum & Articles of Association, Home-Start Agreement and Quality Assurance Standards, as well as policies and procedures of the other partnership members.
- Maintain high standards of practice in supporting families within the Families Here and Now Service model.
- Participate in ongoing training.
- Ensure equality of opportunity, fairness and diversity in all aspects of the project's work.
- Implement good safeguarding practice in all areas of work.

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

This job description reflects the major tasks to be carried out by the postholder and identifies the level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing scheme needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the postholder.

This job description is current at August 2025.