



Thrive Early – Family Adviser

Job details

Job title: Thrive Early - Family Adviser

Reporting to: Projects Manager

Location: Your main places of employment will be:

Home Start Centres Throughout Edinburgh

CAE's Bureaux premises at:

23 Dalmeny Street, EH6 8PG
31-33 Pennywell Road; EH4 4PJ
58 Dundas Street, EH3 6QZ
8A&B Bath Street, EH15

You will also be required to work and travel to other locations throughout Edinburgh, including home visits. Travel expenses will be reimbursed.

Salary: £30,283.17 per annum

Benefits: Annual leave - 25 days and 10 public holidays
Pension - **7% employer's contribution**

Hours: **Full Time (35 Hours per week).** Flexible working policy. Part Time hours considered.

Term: **Fixed Term until 31 March 2027 – Although funding expected to continue**

The application process

Application deadline: **Thursday 24 September 2026 at 09:00.**
Interview date: **W/C Monday 28 September 2026**
Interview location: Online using Teams.
Interview format: 50-minute panel interview.

About Thrive Early:

Citizens Advice Scotland, Home-Start UK, and Save the Children UK are working in partnership to deliver **Thrive Early**, a programme aligned with the Scottish Government's Tackling Child Poverty Delivery Plan.

The aim of Thrive Early is to prevent and mitigate the impacts of poverty for families with children under five years of age by providing integrated, whole-family support within local communities.

The project addresses the root causes and effects of poverty by improving families' financial wellbeing, emotional resilience, social connections, and access to services. Families receive practical and emotional support from Home-Start, alongside expert financial, welfare, and holistic advice from Citizens Advice. Support is tailored to individual family needs and provided for as long as required.

A key feature of Thrive Early is its commitment to embedding the voices and experiences of families into both service development and wider systems change. This work is led by Save the Children UK, ensuring that lived experience drives continuous improvement and informs national policy and practice.

Partnership Objectives

Maximising Income, Reducing Costs and Supporting Employability:

Citizens Advice Family Advisers support families to reduce financial pressures by:

- Providing advice on managing and reducing debt, including council tax, rent, and utility arrears.
- Identifying opportunities to lower essential household costs through social tariffs, energy efficiency measures, and other cost-saving initiatives.
- Connecting families to wider support services and entitlements, such as Baby Boxes, free school meals, and housing support.
- Conducting comprehensive benefit entitlement checks.
- Supporting applications to Social Security Scotland, the Department for Work and Pensions (DWP), the Scottish Welfare Fund, and other relevant schemes.
- Identifying and securing access to grants, charitable funding, and practical support, including baby bank services.
- Linking families to appropriate local and national support networks.
- Making warm referrals to Local Employability Partnerships and other employability services.

- Working collaboratively with Family Co-ordinators to support access to Early Learning and Childcare entitlements.
- Encouraging participation in volunteering, skills development, and training opportunities that enhance future employment prospects.

Helping Families Thrive

Family Co-ordinators from Home-Start provide compassionate, family-centred support designed to:

- Strengthen parenting confidence and resilience.
- Build social networks and reduce isolation.
- Develop practical parenting skills, including interactive play, toilet training, and coping strategies for parenting challenges.
- Help families create positive, nurturing environments in which children can flourish.

Lived Experience and Family Engagement

Save the Children UK facilitates family forums across a range of communities, including urban, rural, and island locations. These forums enable families to:

- Share their experiences of poverty and accessing support.
- Shape the ongoing development of Thrive Early.
- Contribute to learning, evaluation, and wider systems change.

Job purpose:

The Thrive Early Family Adviser role combines elements of a **Generalist Adviser** and **Caseworker**, delivering seamless, holistic support to families in close partnership with Home-Start colleagues and other project partners.

The role focuses on building trusted relationships with families who may be experiencing significant barriers to engaging with advice services. Many families supported through Thrive Early may not feel ready or able to access traditional advice channels. As a result, establishing trust, confidence, and sustained engagement is a critical part of the role.

Family Advisers work with families over the medium to long term, providing tailored advice, advocacy, and practical support to help them move towards greater financial security and wellbeing.

The postholder will also work collaboratively with Save the Children UK to support family participation activities and ensure that lived experience informs service improvement and project learning.

Key Responsibilities:

- Proactively engage with partner organisations and referral agencies to identify and support eligible families.
- Build positive, trusting relationships with priority family groups through consistent and compassionate engagement.
- Provide income maximisation advice, welfare rights support, debt advice, and holistic guidance tailored to individual family circumstances.
- Support families to access relevant services, grants, benefits, and community resources.
- Work collaboratively with Home-Start colleagues and other partner agencies to coordinate whole-family support.
- Maintain accurate, timely, and confidential case records in accordance with organisational policies and project requirements.
- Monitor outcomes and contribute to project reporting, evaluation, and continuous improvement activities.
- Support service design and development by collaborating with Citizens Advice Scotland and project partners.
- Build and maintain effective relationships with key stakeholders, community organisations, and referral partners.
- Explain the purpose and value of research and participation activities to families and support their involvement where appropriate.
- Assist in arranging interviews, feedback sessions, and other engagement opportunities that contribute to capturing lived experience.
- Ensure all work is delivered in accordance with Citizens Advice values, professional standards, safeguarding requirements, and data protection legislation.

Person Specification

- Strong experience in welfare rights, debt, money advice, or holistic advice provision.
- Excellent interpersonal and relationship-building skills.
- Experience working with vulnerable individuals or families facing complex challenges.
- A compassionate, strengths-based, and trauma-informed approach.
- The ability to manage a caseload while maintaining high-quality records and outcomes.
- Strong partnership-working and stakeholder engagement skills.
- Excellent communication, organisational, and problem-solving abilities.
- A commitment to reducing child poverty and improving outcomes for children and families.
- Demonstrable commitment to the aims and principles of CAE.