

POST: Family Support Connector

DIVISION: Children and Families/ Support line

RESPONSIBLE TO: Support Line Team Leader

SALARY: £25,155.00 - £30,083.00

CONTRACT: Permanent

LOCATION: Edinburgh – 83 White House Loan

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families, and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Transforming the way that families across Scotland access whole family support is one of Children First's key strategic priorities for the next five years. Backed by Scottish Government investment we are doubling the size of our support line, which offers emotional, practical, and financial help to families across the country. In the first year of growth, we aim to reach 7,500 more families across Scotland. By providing an accessible national front door to holistic family support services we will alleviate crisis, prevent harm, build long term stability, and break the cycle of child poverty.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Diversity Equity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil

partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

The role requires confidence in identifying risk and responding appropriately in line with Children First policies and procedures. You will maintain accurate and meaningful records using Microsoft Dynamics 365 & Advice pro, support service monitoring and improvement activities and contribute to a culture of learning, reflection, and continuous improvement.

Above all, you will embody the Children First values of With Love, With Purpose and With Strength, ensuring that every child, family and carer who contacts us feels heard, supported and empowered to take the next step towards positive change.

Role Summary

As a Support Line Triage Call Taker, you will be the first point of contact for children, young people, families, kinship carers, and professionals seeking support from Children First. Through telephone, webchat, email, and outbound contact, you will provide a warm, compassionate, and professional response, helping people feel heard, understood and supported from the moment they reach out.

Using skilled listening, effective questioning, and sound judgement, you will gather information, assess needs and risks, and connect people to the most appropriate support. You will play a key role in ensuring timely access to Children First services, including family support, money and debt advice, welfare rights, energy support, kinship care, and advocacy, while also helping families access wider community resources.

Working within a fast-paced contact centre environment, you will maintain accurate records, contribute to service quality and continuous improvement, and support Children First's commitment to keeping children's safety, wellbeing, and rights at the centre of everything we do. You will embody our values of With Love, With Purpose and With Strength, ensuring every contact leads to a positive and empowering experience.

Key Result Areas

Service Delivery and Triage

- Respond to enquiries received via telephone, webchat, email, and other approved channels in a timely, professional, and compassionate manner.
- Create a safe and welcoming environment where children, families and professionals feel listened to, respected, and supported.
- Use skilled listening, questioning and assessment techniques to understand individual circumstances, identify strengths and needs, and determine appropriate support pathways.
- Undertake initial assessments of wellbeing, vulnerability and risk, escalating concerns and safeguarding issues in line with organisational policies and procedures.
- Provide immediate practical support where appropriate, including processing applications for food, fuel, or other emergency assistance.

Information, Advice, and Introductions

- Deliver accurate information, reassurance and guidance to help individuals understand available support options.
- Facilitate effective triage, warm introductions, and referrals to Children First specialist services and external support organisations.
- Maintain up-to-date knowledge of Children First services and local and national support networks to ensure effective signposting and partnership working.
- Support families experiencing poverty, financial hardship, housing difficulties, social isolation, and other challenges to access appropriate assistance.

Contact Centre Operations

- Manage inbound and outbound contacts efficiently, contributing to service targets, response times, and positive service user experiences.
- Support appointment booking, contact management, queue monitoring and follow-up activity as required.
- Identify repeat contacts, emerging themes, and complex cases, escalating concerns appropriately and contributing to effective demand management.

- Maintain accurate, timely and meaningful records using Microsoft Dynamics 365 and Advice Pro.
- Ensure all recording meets organisational standards, data protection requirements, and information governance procedures.
- Contribute to quality assurance, monitoring, reporting, and service improvement activities, using data and feedback to enhance service delivery.

Partnership Working and Professional Practice

- Work collaboratively with colleagues, volunteers, and partner agencies to coordinate support around children and families.
- Participate in supervision, reflective practice, training, and team development activities.
- Maintain and develop knowledge of safeguarding, children's rights, family support, financial wellbeing and relevant legislation, policy, and best practice.
- Contribute to a culture of learning, continuous improvement, and relational practice across the service.

What We're Looking For

We are looking for someone who is passionate about helping children and families and who can create positive first experiences for everyone contacting Children First. The successful candidate will be naturally warm, approachable, and compassionate, able to build trust quickly with people who may be worried, distressed or facing significant challenges in their lives. They will be an excellent communicator who listens carefully, asks thoughtful questions, and helps people feel heard, understood and supported from the very first conversation.

They will be confident working in a fast-paced environment, balancing multiple contacts and priorities while remaining calm, organised, and professional. They will be able to gather information effectively, assess needs and make sound decisions about the most appropriate next steps, ensuring that individuals are connected to the right support at the right time. They will be comfortable using digital systems and managing communications across telephone, email, and webchat channels, while maintaining a high standard of accuracy and attention to detail.

We are looking for someone who understands the importance of putting children's safety, wellbeing, and rights at the centre of their practice. They will demonstrate

empathy, compassion and kindness while treating every person with dignity, respect and without judgement. They will value diversity, champion inclusive and anti-discriminatory practice and recognise the strengths that children, families, and communities bring to overcoming challenges.

The successful candidate will be a collaborative team member who enjoys working with colleagues and partners to achieve positive outcomes for children and families. They will be committed to learning, reflective practice and continuous improvement and will be motivated by Children First's vision of ensuring every child in Scotland is safe, loved, and able to enjoy a happy childhood.

Evenings and Weekend work will be required on a rota basis.

What You will Get from Us

- A workplace with values of *with love, with purpose and with strength*
- 40 days annual leave, inclusive of bank holidays
- Pension scheme and wellbeing support
- Flexible and hybrid working arrangements
- Access to Westfield Health, giving colleagues and their families confidential counselling support, well-being resources, and access to health and lifestyle benefits to support physical and mental wellbeing.
- Blue Light card discount
- A *Fair Work* accredited workplace

Corporate Responsibility

- Be committed and adhere to Children First vision, mission, and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First Code of Conduct and any relevant professional standards relating to the role.
- Actively consider the involvement of children, young people, and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and implementing the Children First Volunteer Development Policy.
- Observe all health and safety requirements.
- Work within and promote policies in relation to Diversity Equity and Inclusion and anti-discriminatory practices.
- Undertake any other required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

Need to Have	Need to Show	Need to Know	Need to Be	Core Values
• Experience speaking with people in customer service, contact Centre, helpline, advice, or support role. • Experience using computer systems to record information accurately and confidentially. • Excellent verbal and written communication skills, with the ability to communicate clearly, sensitively, and professionally	• Ability to build trust and rapport quickly with children, families, carers, professionals, and colleagues. • Communicate with warmth, empathy, and professionalism, helping people feel heard, understood, and respected. • Remains calm, resilient, and professional when dealing with difficult, emotional, or high-volume contacts. • Records information accurately, objectively, and sensitively while maintaining confidentiality.	• Awareness of safeguarding and child protection principles and the importance of keeping children safe. • Knowledge of the importance of confidentiality, data protection, and the safe handling of sensitive information. • Awareness of the challenges that may impact parents, carers and kinship carers and the support they may require. • Knowledge of customer service principles and the importance of providing a positive and supportive	• Demonstrates compassion, empathy, and kindness in all interactions, helping children, families and colleagues feel valued, respected, and supported. • Treats everyone with dignity, respect and without judgement, recognising and valuing different experiences, backgrounds, and family circumstances. • Demonstrates integrity, professionalism, and accountability in their work and decision making. • Takes a positive, solution-focused	• Demonstrates With Love by treating children, families, colleagues, and partners with compassion, kindness, empathy, and respect. • Creates welcoming and supportive experiences where people feel heard, valued, and understood. • With Purpose by working collaboratively to achieve positive

with a wide range of people. • Strong listening skills and the ability to ask appropriate questions to understand needs and identify the most appropriate support. • Commitment to delivering high-quality customer service and creating positive experiences for children and families. • Willingness to learn and develop knowledge of Children First services, partner	• Identifies when families may benefit from specialist support and facilitate effective referrals and warm handovers. • Works effectively with colleagues, volunteers, and partner organisations to support positive outcomes for children and families. • Demonstrates curiosity, initiative, and a willingness to learn and develop new knowledge and skills. • Values diversity and demonstrates a commitment to equality, inclusion, and anti-discriminatory practice.	experience for everyone contacting the service. • Basic understanding of risk assessment and how to recognise when concerns may require further support or escalation.	approach and is motivated to help families access the support they need. • Demonstrates curiosity, openness, and a willingness to learn from others and develop professionally. • It is reflective in their practice and uses feedback to improve their performance and the experience of families accessing the service. • Adapts positively to change and embraces new ways of working, technology, and service improvements.	outcomes for children and families. • Takes responsibility for providing high-quality support and ensuring people are connected to the right help at the right time. • With Strength by acting confidently and appropriately when concerns about a child's safety or wellbeing arise.
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services, and referral pathways. • Commitment to Children First values of With Love, With Purpose and With Strength.	• Demonstrates the Children First values of With Love, With Purpose and With Strength in everyday practice.			
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