

## JOB DESCRIPTION

### **Family Support Worker**

### **Aberlour Early Intervention Family Support Service Glasgow**



#### **JOB PURPOSE**

To provide Early Intervention Family Support within the Glasgow Early Intervention Family Support Service model through relationship-based, strengths-focused whole family support for children and young people (aged 12 years and under) and their families.

#### **PRINCIPAL ACCOUNTABILITIES**

- Develop person-centred working relationships with families, based on the Voice, Validation and Hope model.
- To work with children, young people and parents/carers, (individually and in groups) building on their strengths, assets and interests to build capacity and resilience.
- To utilise person centred planning techniques and tools, and range of practice methods/interventions with individuals and families.
- To work alone and collaboratively with team members to provide practical support to children, young people and carers, at times when support is needed.
- To plan, design and deliver appropriate individual and group work using innovative and creative approaches.
- Assist in the assessment, planning, delivery and evaluation of services with families and other key people.
- Support and challenge parents to build on their parenting and caring skills, taking into account culture, values and abilities into account.
- Maintain accurate records and contribute to reports.
- To advocate for families and help parents to self-advocate.
- Develop positive relationships with other professionals to help meet families' needs.
- Develop positive relationships with individuals, groups and communities to enhance family and community capacity to support vulnerable families.
- Develop service links with community resources to develop and support local connections and social networks.

## **Quantifiable responsibilities**

- Accountable for petty cash transactions.

## **SCOPE OF PLANNING AND ORGANISATION**

The post holder reports to the Service Manager.

Work is allocated by the line manager, however the post holder will have autonomy in managing their diary, to respond to families' needs.

The post holder will be involved in lone working, paired working and team working arrangements.

The post holder will have keyworker responsibilities with allocated children and families.

The post holder will be part of a team around a family and will be expected to regularly communicate and update other team members, with significant information passed to the Service Manager.

Planning with children, young people and parents will regularly be reviewed and updated.

Work will be undertaken within the context of the service ethos, policies and approaches.

The post holder will work in a way that is inclusive and enabling, seeking opportunities to empower children, young people and parents/carers.

## **SCOPE OF JUDGEMENT AND DECISION MAKING**

The post holder will deploy fresh innovative and creative approaches.

The post holder will be able to focus on the strengths and assets within the family, have informed judgment as to what is 'good enough' parenting ensuring that the child is nurtured and thriving, able to balance support and challenge appropriately.

Daily, they will need to make decisions about how little or much to support a parent or child with a specific task and monitor progress. They will have access by telephone to the Service Manager and/or the On-Call Manager for support and guidance as needed. Additionally, the post holder is expected to liaise with other workers in the families' team to ensure a consistent approach.

## **RELATIONSHIPS**

### **Internal**

- Direct contact with Service and co-workers.
- Direct contact with other Aberlour services.
- May participate in cross-organisation groups and with other services nationally through training and learning opportunities.
- All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts,

Aberlour intranet sites and supporting our marketing & fundraising initiatives and social media channels to help promote Aberlour.

### **External**

- Contact with Social Work, Education, Police, local community groups and other universal services.
- Promote and present the work of the service through events and other opportunities.
- Act as an advocate where needed for parents or children.

### **QUALIFICATIONS**

A relevant professional qualification at level SCQF 7 or above (for example: HNC) or equivalent knowledge acquired by other means (this will not apply where there are externally specified qualifications for the post e.g. SSSC)

### **VALUES**

Ability to demonstrate Aberlour's values of respect, integrity, innovative and challenging.

Ability to demonstrate the values and principles of personalisation: collaboration, dignity, informed choice, innovation, involvement, participation, responsibility and risk enablement.

### **EXPERIENCE**

Experience of person-centred support planning and delivery.

Experience of direct work with children, young people and families/carers living with severe stress

Experience of working with children, young people and parents/carers where child and/or adult protection issues arise.

Experience of working with children, young people and parents/carers affected by domestic abuse, mental health and/or substance misuse.

### **KNOWLEDGE/SKILLS**

The post holder should have knowledge around the key legislation, policy and practice, and key issues facing children and young people in Scotland.

The post holder should be able to demonstrate knowledge of person-centred practice, human development and learning.

The post holder must be able to demonstrate an understanding of, and commitment to, young people's rights. Examples of knowledge areas include:

- Anti-discriminatory practice;
- Effects of trauma, deprivation and environment on young people;
- Child care law and child protection/vulnerable groups;
- Human and child development, attachment and resilience;
- Children's and vulnerable groups' right and responsibilities;
- Social care theory for practice;
- Social policy and its application to social services provision;
- Professional Boundaries;
- Interagency procedures and practice.

#### **Skills:**

- Communication – engagement, listening, verbal, and written (including recording and report writing)
- Proficient IT skills with a willingness to adopt and learn new technologies and systems – this includes communication, collaboration, recording and office applications. Training on specific systems will be provided

#### **Ability to**

- Engage and communicate at various levels to ensure shared understanding
- Design and deliver innovative fresh flexible approaches to Family support
- Manage own time particularly to ensure that records are accurate and up to date
- Be willing to learn from and with families
- Tailor approach to different families' needs and wants by being flexible, adaptable and creative in approach to work
- Be willing to engage effectively in training and learning opportunities

#### **JOB CHALLENGES**

- Remaining child-focused when providing holistic support to family members
- Helping to meet the competing needs of all members of a family
- Remaining strengths-based and promoting positive behaviour when presented with behaviour that challenges

- Working with families and professionals in balancing needs and risks within day-to-day practice and decision-making

### **Additional Information**

The service is available between 08.00 and 22.00, 7 days per week. All staff are expected to take a full role in the delivery of the service. Work will be carried out flexibly in discussion with your line manager to allow appropriate time off whilst meeting individual and family needs.