



Job Description

Family Support Worker

Hours per week:	37 Hours per Week
Contract type:	Permanent in line with funding
Location:	Glasgow
Reports to:	Line Manager
Line Management Responsibility:	No
Financial Accountability:	Low

Job Summary

The Family Support Worker will lead the provision of relationship-based support delivered to young people and families in the community and promote positive outcomes in line with the values and principles of includem.

Managing their own caseload, the Family Support Worker will ensure support plans are developed with the young person to respond to their individual needs and support them to improve outcomes in line with GIRFEC principles and includem's model of support.

The Family Support Worker will demonstrate leadership and ownership over effective service delivery to young people by managing outcomes for young people through use of line managers, colleagues, and organisational tools, processes, policies, and procedures.

Key Responsibilities

The key responsibilities of the Family Support Worker include, but are not limited to:

Service Delivery

- To build relationships and deliver outcome-based support to young people and families, involving all key stakeholders.
- To be available for young people and families at critical times.
- To explore values and attitudes with young people in a supportive manner, to affirm and validate their feelings and ideas, and nurture and confirm their learning.
- To ensure a focus on regular and appropriate case progression to help young people and families recognise progress.



- To assess and respond appropriately to situations where young people and/or families may be at risk of harm.
- To actively participate in the delivery of the Includem Helpline evening and night service, to ensure support is available for young people and families 24/7 – this is only applicable if the service provides a 24/7 helpline.
- To support with crisis management and generate solutions for young people and families, with risk enablement being at the heart of professional judgement and decision making.

People

- To understand the different coping mechanisms that young people and their families use to deal with stress and high emotions, and to respond appropriately.
- To demonstrate professional resilience when providing support with sensitive or challenging issues.
- To use a strengths-based approach to empower individuals facing adversity to find solutions and make positive changes, ensuring resources are in place to sustain these changes.
- To establish mutually trusting, open and non-judgemental relationships with young people and their families.
- To encourage and lead collaborative team work to provide a scaffolding of support around each young person and their family whilst developing relationships with wider community resources.
- Offer support to young people within their own communities and support them to access resources locally.
- To respect and value the contribution of wider stakeholders and the delivery of Includem services.

Influence

- To gain commitment from other stakeholders with varying demands and priorities.
- To ensure young people and families are empowered to make informed choices.
- To support young people and families to effectively communicate with others.
- To work with young people and families to identify goals aligned to wellbeing indicators and to positively influence progression towards these goals.
- To reflect on practice, share learning and promote continuous improvement within a team setting.
- To articulate and endorse the Includem framework of intervention and the key aspects of the service delivery model to a wide audience.
- To role model appropriate practice standards and professional boundaries to others.
- To ensure a high-quality service is delivered to young people and families.
- Demonstrate an understanding of your impact on people and how they might see you.
- To develop partnership working within communities.

Resources

- To plan time effectively to meet the needs of young people and families to ensure the service is available during operational hours of 8am-10pm, 365 days per year.
- To maintain and produce accurate and timely records and reports.
- To ensure support is delivered in line with Includem's policies, procedures, SSSC Codes of Practice and National Guidelines.

Quality Assurance



- To be accountable for the quality of your work and responsible for any work delegated to others within the Includem support and be able to evidence this work effectively.
- To actively participate in formal supervision and continuous professional development.
- To have an overview of the work delegated to other Includem workers involved in delivering individualised support to young people.
- To generate creative and new solutions to issues faced by young people and families.



Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
Technical Skills, Knowledge, and Experience	<ul style="list-style-type: none"> • Experience of effectively engaging vulnerable young people and families who are likely to have faced challenging life circumstances and supporting them to achieve positive change. • Experience of managing caseloads and influencing decision making for young people and families. • Direct experience of responding to difficult circumstances where people may be in crisis or engaged in risk taking behaviour, using appropriate interventions. • Ability to respond flexibly to changing situations led by the needs of young people and families. • Ability to provide emotional, practical and social support to young people and families. • Ability to routinely evidence practice, including completion of formal reports. • Reliability and commitment to deliver the relationship-based model of intervention. • Ability to demonstrate, understand, and apply our workplace values which are clearly aligned to the SSSC Codes of Practice: <ul style="list-style-type: none"> • Respect • Collaboration • Participation and Dignity 	<ul style="list-style-type: none"> • 	Application process Group stage interview Individual interview



	<ul style="list-style-type: none"> • Empowerment 		
Education / Qualifications	<ul style="list-style-type: none"> • Willing to work towards SVQ Level 3 / appropriate professional qualifications for SSSC registration. 	<ul style="list-style-type: none"> • SVQ Level 3 within a relevant discipline (recognised by SSSC) 	Application process
Other Requirements	<ul style="list-style-type: none"> • Ability to drive and have access to your own car for work purposes. • Excellent organisational and planning skills. • Effective team player who is also confident working independently. • Self-motivated and flexible. • Excellent communication skills, both written and verbal. 	<ul style="list-style-type: none"> • 	Application process Group stage interview Individual interview

Acknowledgement:

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	