



## **Job Description**

### **Young Person & Family Support Sessional Worker (telephone based)**

**Location:** Glasgow City/remote working

**Rate of Pay:** £10.90 per hour

**Contracts between 5 hours and up to 25 hours per week available**

**The service is delivered between 8.00am – 10.00pm with expectations of core hours between 5.00pm and 10.00pm. Must be able to work weekends and public holidays.**

### **Job Purpose**

Includem have been commissioned to provide services to vulnerable young people and families as part of Glasgow's family support strategy. These services are Early Intervention and Prevention and Intensive Family Support. A key aspect of Includem's service is to ensure access to support for families via a free phone telephone number between 8.00am and 10.00pm, 7 days a week, 365 days a year.

The purpose of this role is to support the effective and safe delivery of services to children, young people and families over the telephone. This role will be responsible for delivering the support to young people and families over the telephone. It will include linking the caller into their wider support team, listening to their concerns, de-escalating situations, providing emotional containment, advice and information.

### **Key Relationships**

- Building relationships with young people and families via the telephone is a key part of the role.
- You will be responsible to a Team Manager and will have day to day interactions with other Includem employees.
- There will be an expectation of links with wider stakeholders including external partners, third sector providers and statutory services.

### **Service Delivery**

- Provide a safe and effective service to children, young people and families over the telephone.
- Ability to control telephone conversations effectively and sensitively including handling distressed and confused presentations from service users. In addition, have the ability to assess the urgency of the call whilst under pressure.
- Work actively with children, young people and families assisting them to explore their circumstances, their feelings and the options open to them in line with Includem's model of practice



- Ensure the young person and/or family members views and opinions are sought, listened to, understood and incorporated into the support and responses provided.
- Assess when a child, young person or family may be at risk and follow Includem's escalation processes.
- Assess which resources are appropriate in response to the needs of children, young people and families.
- Liaise with the appropriate statutory or non-statutory agencies in accordance with Includem's policy and practice.
- Be trauma aware in your communication with young people and families. Be empathetic, understanding and use a strengths based coaching approach to empower them to make safe decisions.
- Alert management support to potential risk or sensitive enquiries and understand how to appropriately maintain confidentiality and security.
- Although the core duties of the post are set out in the job description a flexible approach to work is essential. The post holder may have to adapt the above duties to take account of changes to working practices, for example changes to technology or recording systems.
- Participate in supervision and ongoing training regularly in line with Includem's policies and procedures.
- Utilise Includem's information systems to input information for each contact with a child, young person or family.
- Contribute to the evaluation and development of the Includem service.
- Attend and contribute to briefings and training events.

## People

- Behave in a way that demonstrates commitment to Includem's values.
- Excellent interpersonal skills and the ability to communicate accurately, clearly, concisely with colleagues, service users and all other stakeholders
- Maintain an awareness of own and others health and safety and comply with Includem's Health and Safety procedures.
- Ability to work independently and be a flexible and supportive team player.
- Recognise your own response to dealing with distressed behaviour and seek appropriate support and debrief where required.
- Comply with Diversity and Equality policies and practices.
- Comply with all relevant Includem safeguarding policies.
- Competent in the use of IT systems.
- Any other duties required by the Manager commensurate with the nature of the post.



### **Person Specification**

1. Ability to assess needs and risks and support vulnerable people via the telephone and have the necessary interpersonal and communication skills to achieve this.
2. Fluent English speaker (other languages would be beneficial) with a professional telephone manner.
3. Qualifications needed for Scottish Social Services Council registration or be willing to work towards them.
4. Experience of child protection issues and the assessment of risk.
5. A person-centred, strengths based approach and understanding of children's rights.
6. Effectively engaging and communicating with children, young people and families.
7. Providing appropriate intervention and support to the child or young person during times of crisis over the telephone.
8. An understanding of child and adult protection, best practice, research and legislation.
9. Ability to use a range of IT systems and programs (e.g. email, Microsoft Word and Excel)