



## Job Description

### Family Wellbeing Support Worker

**Hours per week:** 37 hours (5 days over 7 between 8am – 10pm)

**Contract type:** Permanent in the line with founding

**Location:** Glasgow

**Reports to:** Team Manager

**Line Management Responsibility:** No

**Financial Accountability:** Low

### Job Summary

The Family Wellbeing Support Worker will be based within an individual GP practice as part of a multi-agency approach delivering intervention to children, young people, and parents/carers within identified GP surgeries and communities in Glasgow. The Family Wellbeing Support Worker will work in partnership with children, young people, and parents/carers to increase resilience, support positive family relationships and bonding, and improve health and wellbeing by seeing them as frequently as their needs require, in a variety of settings they are most comfortable in. This will involve evening and weekend working.

The Family Wellbeing Support Worker will provide a family centred service that is responsive to the needs of the individuals and families they work with, focusing on their strengths and assets. They will strengthen connections with and facilitate access to local resources, activities and support services for families helping them to overcome any barriers to doing so. Direct support will be delivered which nurtures, values and builds trusting relationships with families using caring and compassionate approaches. The Family Wellbeing Support Worker will be responsible for and respond to individualised needs identified in their goals to improve outcomes in line with GIRFEC principles and includem's model of support.

### Key Responsibilities

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

#### Service Delivery

- To build relationships and contribute to assessment of risks, needs and priorities of children, young people and parents/carers to improve family relationships and wellbeing, taking a person centred, strengths based and trauma informed approach.



- Use of the Solihull approach and restorative practices to enable parents/carers to build on their parenting and caring skills, taking into account culture, values and lived experience.
- Develop, agree and review goals in partnership with the child, young person and their parent/carer, working collaboratively with other partners, if appropriate, to ensure they are supported by a 'team around the family' approach
- Through developing strong positive relationships plan and deliver tailored support at times that meet the needs of children, young people, parents/carers.
- Explore values and attitudes with children, young people and their parent/carers in a supportive manner, to affirm feelings and ideas, and nurture and confirm their learning.
- Broker in additional services to address identified needs
- Work in partnership with existing community resources, organisations and supports to sustain positive change within families and identify appropriate move on strategies.
- Actively help children, young people, parents/carers recognise progress and use this assessment to inform the wider contract management of case progression.
- Ensure the safety of children, young people and parents/carers through helping them to generate solutions using professional judgement and decision making, which is risk enabled, reducing the need for statutory intervention.
- Where required, assess and respond appropriately to situations where children, young people, parents/carers may be at risk of harm, including escalation and referral to more appropriate services.

## People

- Understand the impact of childhood trauma and adverse experiences on the child, young person and parent/carer's behaviour, coping mechanisms and functioning.
- Understand the different coping mechanisms that young people and their families use to deal with stress and high emotions, and to respond appropriately.
- Demonstrate professional resilience when providing support with sensitive or challenging issues.
- 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.
- Establish mutually trusting, open and non-judgemental relationships with children, young people and parents/carers.
- Participate in collaborative team work to provide a 'team around the family' approach.
- Develop professional working relationships with staff within the GP practice and with the wider stakeholders to support the delivery of includem services through implementation of referral mechanisms to the Family Wellbeing Support Worker service

## Influence

- Ensure children, young people, parents/carers are empowered to advocate on their own behalf with other agencies.
- Support children, young people, parents/carers to effectively communicate with others.
- Provide advice, support, advocacy and guidance to children and young people to assist them in expressing their views and upholding their rights.
- Reflect on practice, share learning and promote continuous practice improvement within a team setting.



- Articulate to children, young people, parents/carers and partner agencies the includem model, including use of the includem practitioner's toolkit (A Better Life).
- Role model appropriate practice standards and professional boundaries to others.
- Establish and maintain high quality relationships with referrers, GP surgery staff and partner agencies to ensure the right children, young people parents/carers get the right help at the right time and that their progress is recognised.
- Attend regular GP practice team meetings to discuss caseloads, issues of concern and share information on local and national support services (identifying gaps within these.)
- Promote the Family Wellbeing Support Worker service within the local area to ensure the service is used to full capacity.
- Demonstrate understanding of your impact on people and how they might see you.

### **Resources**

- Take a lead role in planning to ensure time is used effectively to meet the needs of children, young people, parents/carers during the operational hours of 8am to 10pm 7 days per week.
- Develop professional working relationships and referral pathways to a range of support services, activities and resources, ensuring families are supported to access these
- Record the required information on GP and includem systems that will evidence progress against project outcomes and the ongoing evaluation process.
- Maintain and produce accurate and timely records and reports.
- Ensure support is delivered in line with includem's Policies and Procedures, Scottish Social Services Council Codes of Practice & National Guidelines.

### **Quality Assurance**

- Be accountable for the quality of your work and be able to evidence this work effectively.
- Actively participate in formal supervision and continuous professional development.
- Generate creative and new solutions to issues faced by children, young people and parents/carers.



## Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
<b>Technical Skills, Knowledge, and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of effectively engaging vulnerable children, young people, parents/carers who are likely to have faced challenging life circumstances within individual/family/group work settings</li> <li>• Experience of multi-disciplinary and multi-agency work</li> <li>• Ability to recognise situations in which people are in crisis or at risk and able to use a strengths-based approach to deliver appropriate interventions.</li> <li>• Demonstrate an awareness and ability to respond appropriately to the impact of childhood trauma and adverse experiences on young people and families behaviour, coping mechanisms and functioning.</li> <li>• Experience of working with children, young people, parents/carers where child and/or adult protection issues arise</li> <li>• Ability to respond flexibly to changing situations led by the needs of young people and families.</li> <li>• Ability to routinely evidence practice, particularly for evaluation purposes.</li> <li>• Reliability and commitment to deliver the relationship-based model of intervention.</li> <li>• Knowledge of key legislation, policy and practice and key issues facing children and young people in Scotland.</li> </ul>		Application process Group stage interview Individual interview
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant qualification equivalent to SCQF level 7 (HNC) and be prepared to work towards SCQF level 8</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ 2 &amp; 3 in Social Care (will have to work towards if not already obtained, as part of</li> </ul>	Application process Group stage interview



		registration requirements with the Scottish Social Services Council).	Individual interview
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Full UK driving licence</li> <li>• Access to a car for work purposes</li> <li>• Able to register with the Scottish Social Services Council</li> <li>• Excellent organisational and planning skills.</li> <li>• Effective team player who is also confident working independently.</li> <li>• Self-motivated and flexible.</li> </ul>		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	