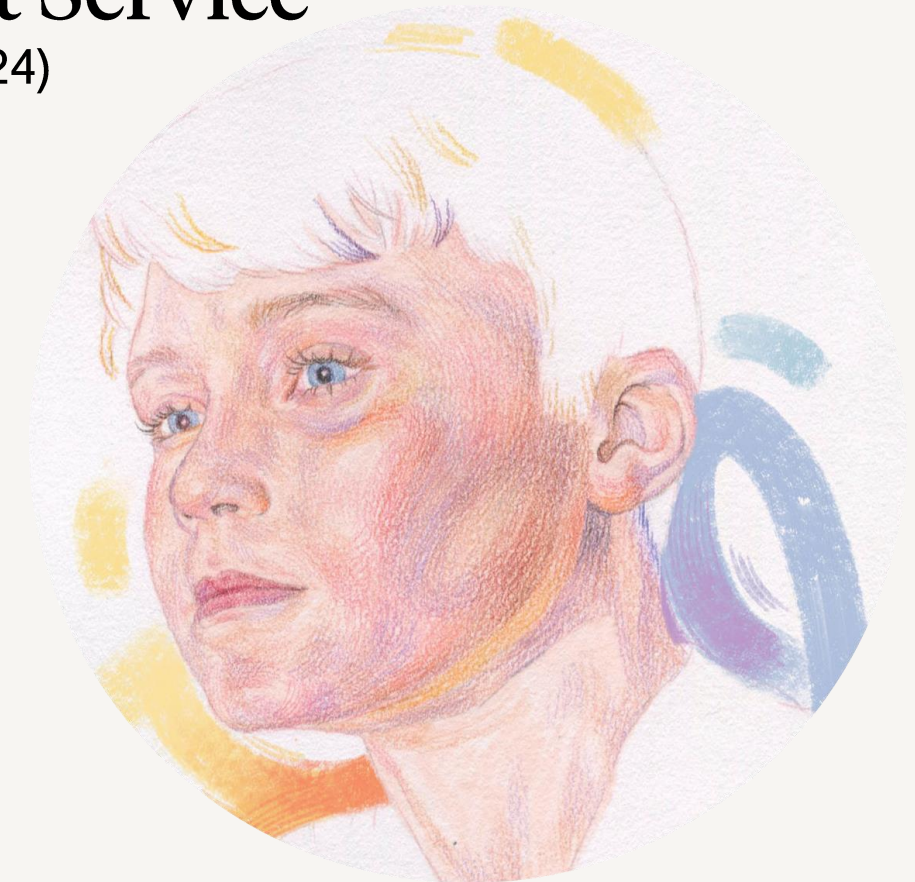


Right
There

Job Pack
Family Support Worker
Glasgow Intensive Family
Support Service
(October 2024)



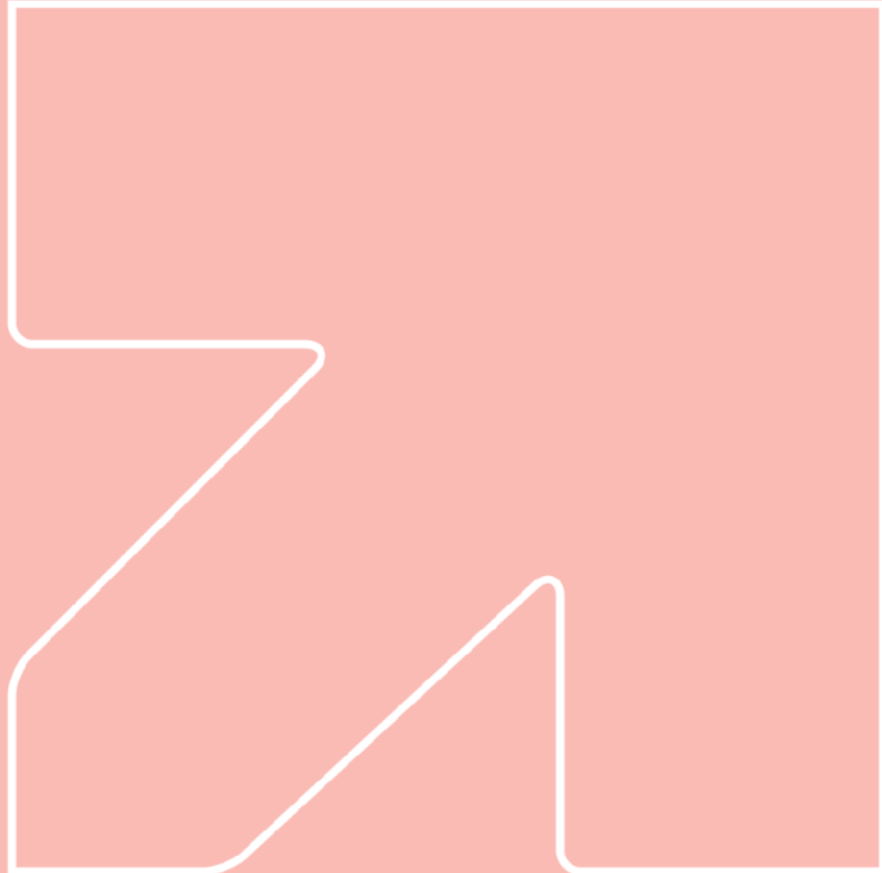
Job Purpose

Family Support Worker



Our team provides flexible intensive family support that enables children and young people on the edges of care, and their families, to receive the right support at the right time, building on their strengths and reducing the need for statutory supports. A key part of this role will be working in partnership with the Health and Social Care Partnership (HSCP) and other family support providers as part of the GIFSS (Glasgow Intensive Family Support Programme) model by sharing resources, learning and creating solutions that help children, young people and families to thrive.

What's inside



About Right There	4 - 5
Our Vision and Mission	6
Role Responsibilities	7-8
Requirements	9-11
Our Values	12
Role Details	13
Our People Benefits	14
How to Apply	15
Contact Us	16

About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness, and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Main Role Responsibilities

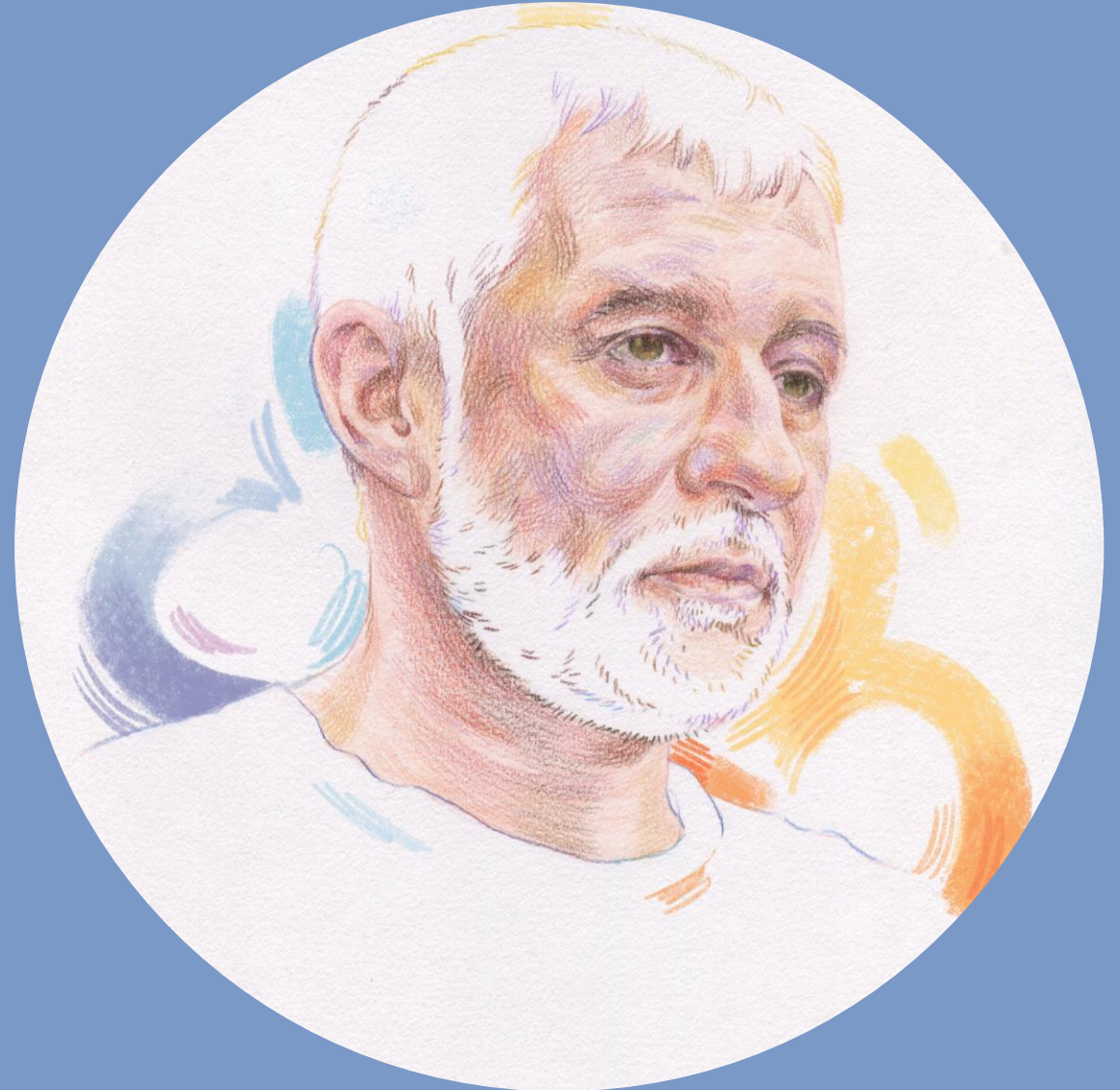
- Develop good communication and working relationships with children and families, colleagues and other professionals
- Work alongside all immediate family members and extended family/support network as required
- Advocate on behalf of children and families
- Support children and families in the local community
- Represent Right There to local partnership agencies including Local Authority, Social Work, Housing Programmes and other relevant bodies
- Provide appropriate levels of high-quality support to families in their homes and community
- Use a flexible approach so that families receive support whenever is best for them including evenings and weekends
- Deliver evidenced based family support that helps families overcome current challenges and build resilience for the future
- Maintain accurate case files for all family members and consistently assess progress across all outcomes for all family members
- Plan, implement and continuously develop packages of tailored interventions for families to meet the needs of the individual child, their parent(s)/carer(s), siblings and wider family network. Including: practical support; parenting education and support; and emotional health and wellbeing, as well as other factors that are unique to that family
- Assist individuals accessing the Programme to engage and integrate into their local community and become active citizens.
- Undertake whole family assessments that focus on strengths and continuous assessment of progress towards outcomes for all family members

Main Role Responsibilities

- Have comprehensive local knowledge of other relevant Programmes and support family members to access these
- Commit to ensuring that that all support provided is Right There's approach to ensuring a Psychologically Informed Environment
- Adopt a person-centred approach and participate in reflective practice
- Contribute to our commitment to work together with peers from other organisations delivering family support in the community by sharing resources, contributing to meetings, working together to create opportunity and share learning
- Ensure delivery is aligned with the UN Convention on The Rights of The Child
- Encourage and promote people accessing the Programme to be involved in improvement and development of the Programme.
- Actively contribute to your Programme and the organisation's development and improvement.
- Participate in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational polices & procedures and local guidelines.
- Promote and represent Right There Programmes positively.
- Strive for continuous personal and professional development
- Engage with any organisational initiatives or working groups such as NHS Healthy Working Lives, Investors In people etc.
- Retain up to date knowledge so that you can provide evidence-based family support

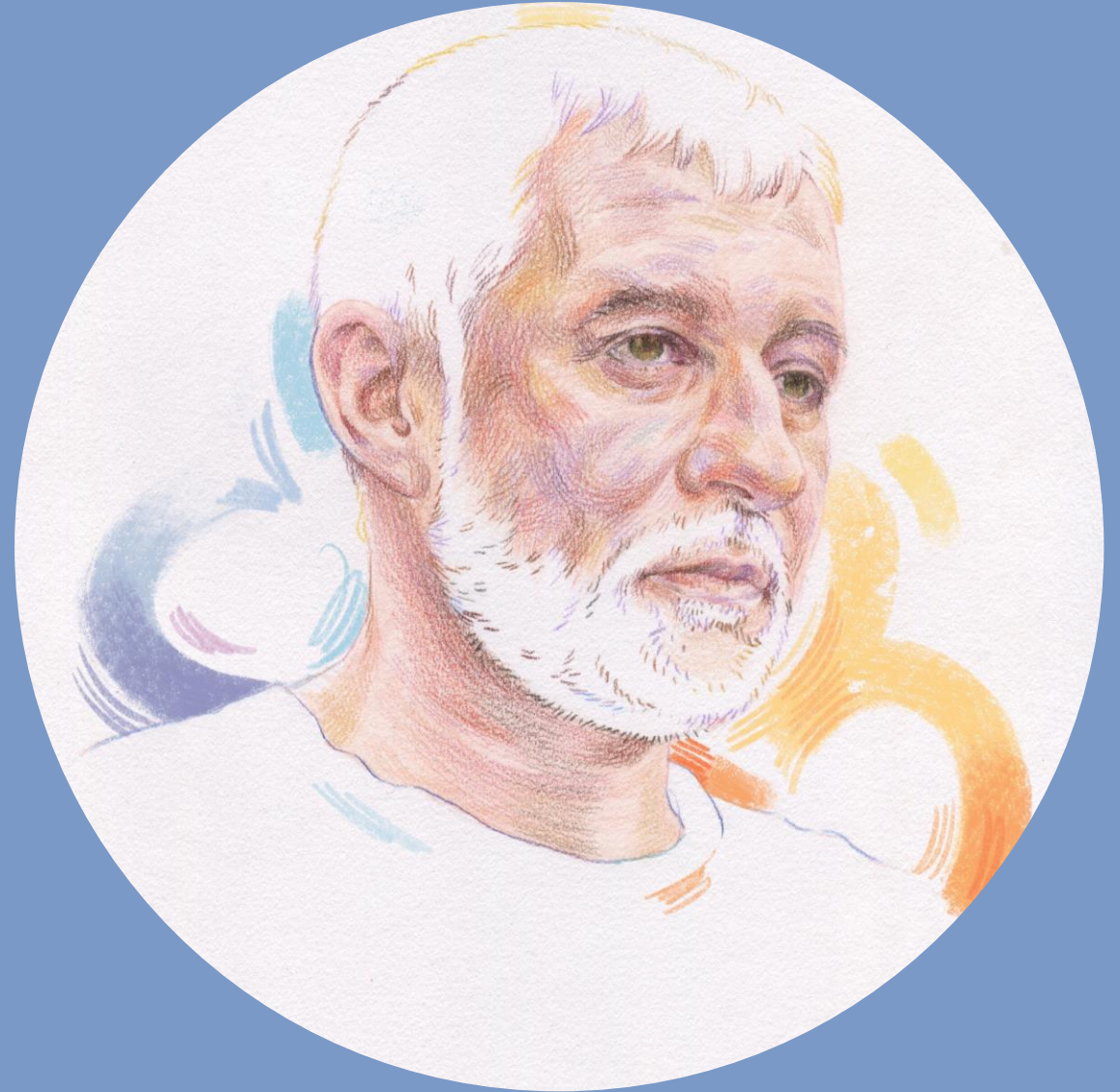
Essential skills and experience

- Qualified, or willing to work towards a relevant professional qualification for example SVQ 2 Social Services and Healthcare (Children and Young People) relevant HNC or equivalent.
- Experience of working with children, young people and families facing challenges and on the edges of care.
- Understanding of current relevant legislation and policies relating to children, young people and families, including GIRFEC, UNCRC, The Promise.
- Knowledge of the key issues facing children, young people and families such as the effects of trauma and poverty.
- Working knowledge of SSSC Codes of Practice.
- Able to demonstrate skills and experience in prioritizing resources to meet the needs of children, young people and families.
- Computer literate and competent with Microsoft Office software packages
- Ability to ensure the Programme is delivered in accordance with corporate policy and organisational objectives.



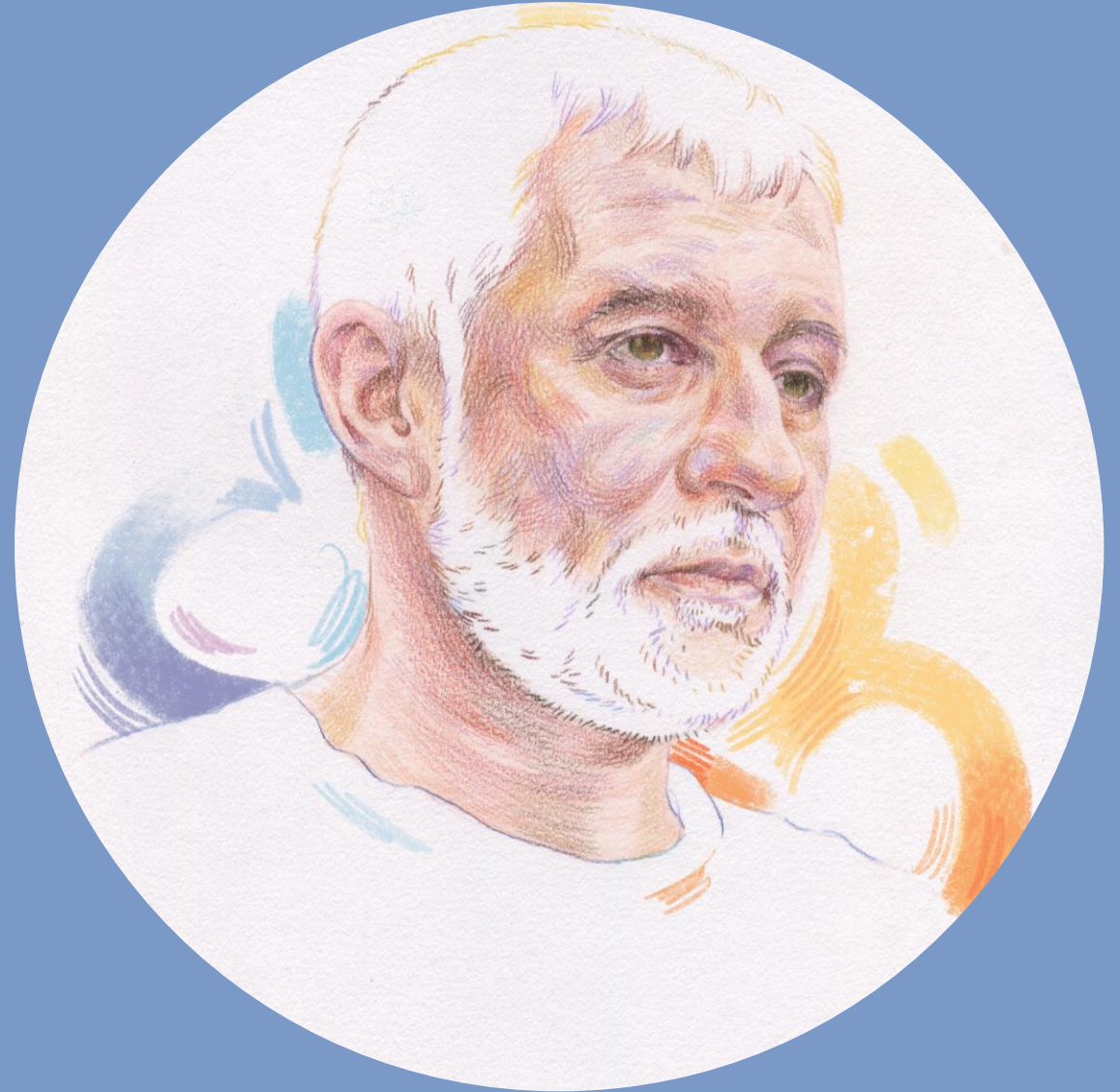
Essential skills and experience

- Skills and ability in effective time management and working to deadlines.
- Ability to compile comprehensive reports as required.
- Flexibility with regards to working patterns.
- Ability to travel within agreed geographical area.
- Ability to respond at short notice to crisis situations.



Desirable skills and experience

- Understanding of the principles of working within a Psychologically Informed Environment (PIE).
- Full UK Driving license and access to a car for work purposes



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 19-22 £23,660 - £25,328 per annum
Reporting to: Senior Family Support Worker

- Your normal working hours are an average of 35 per week. These hours will be worked between the hours of 8am and 10pm, Monday to Sunday, in shifts which are defined by your line manager on a rolling rota, over a 52-week period..
- Your core place of work will be 15 Dava Street, Glasgow, G51 2JA. You are also required to work in the local community and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties. Alternatively, you may choose to work remotely from your home address where appropriate. Working arrangements must be agreed with your line manager based on the needs of the service.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension. Deductions will be taken from your salary in the month you will complete 3-months of employment
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting rightthere.org

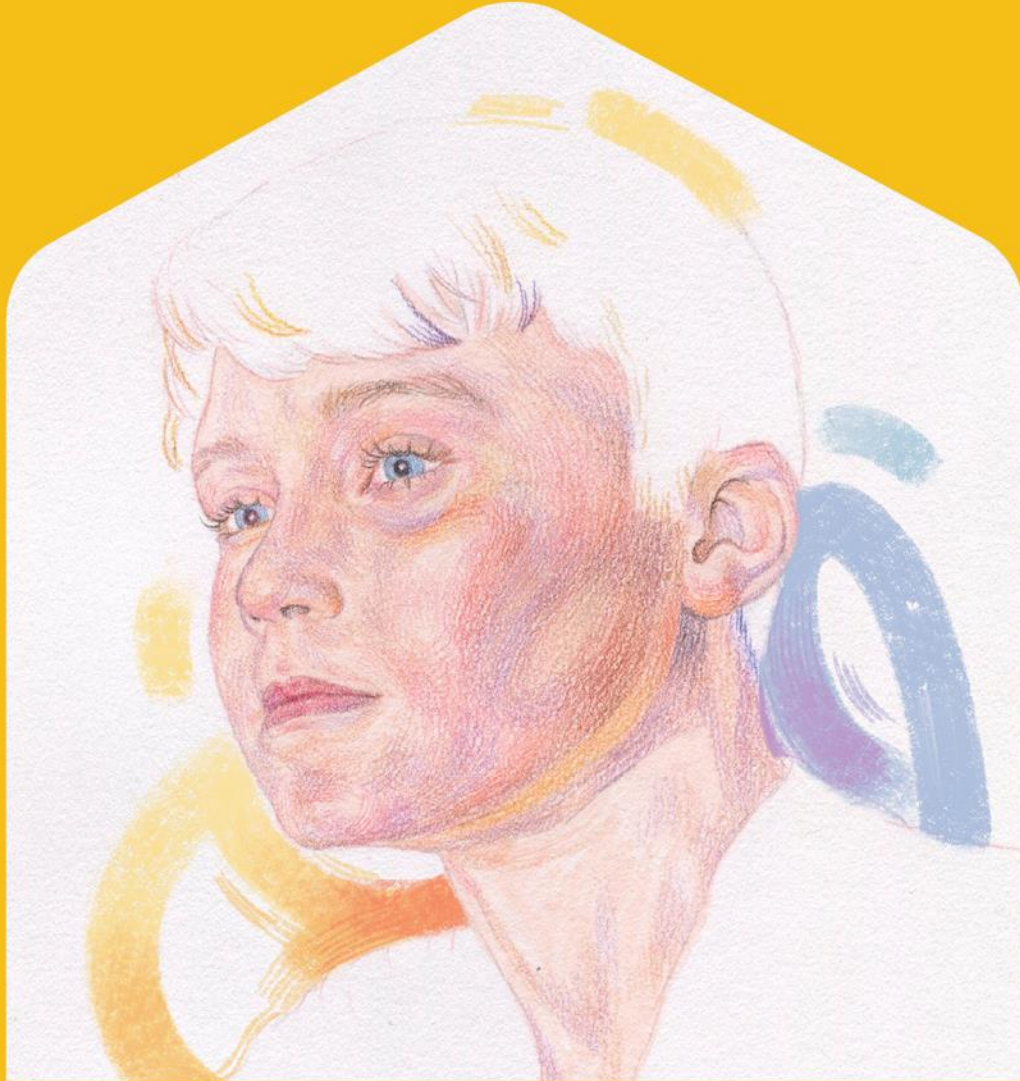
Right There

How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 5pm on Friday 18th October 2024

Email recruitment@righthere.org



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**