

Whole Family Support Workers – 3 posts - Inverness

Salary: £27,000 p.a.

Contract type:

- Full time (35 – 37 hours per week, depending on terms and conditions of host organisation)
- Fixed term – 18 months from August 2024 – January 2026

Annual leave and pension contributions will align with statutory requirements and with the terms and conditions of each partner organisation.

Closing date for applications: 5pm on Wednesday 26th June 2024.

Interview date: 10th July 2024

Overview

This is an exciting opportunity to be part of a pioneering project led by a partnership of third sector organisations and supported by the Highland Community Planning Partnership's [Whole Family Wellbeing Programme](#).

Working alongside schools and other statutory and third sector providers, the new team of Whole Family Support Workers will deliver tailored preventative and early intervention support to families in the Inverness High School Associated Schools Group area.

One worker will be employed by each of the three delivery partners – the [Care and Learning Alliance](#), [Homestart East Highland](#) and [Thriving Families](#) – and selection by each delivery partner will be based on specific skills and experience required for key aspects of project delivery under the leadership of each partner. The team of Whole Family Support Workers will work together as a team within this alliance.

Role description

Purpose of role

Whole family support workers will be a bridge between home and school, supporting families to overcome challenges to both wellbeing and learning and enabling children and young people to flourish in school and beyond.

It is recognised that there is a range of potentially beneficial outcomes for children and young people from building closer partnerships between schools and families and supporting all family members to address both practical and emotional issues.

These whole family support workers will work alongside families in the Inverness High School catchment area which have been identified by the schools (both primary and secondary) as being most in need.

Support provided to families will be flexible and responsive to the needs of families and individual family members. It will be available to families for as long as they need it.

Main responsibilities

- Work in partnership with children, young people, schools, parents, carers, the Inverness Family Centre, local statutory providers and community organisations to deliver tailored support to families who are experiencing challenges.
- Liaise with contacts within schools to develop effective referral pathways for families needing this support.
- Meet and support both young and adult family members – individually or collectively and in their own home or in a safe space outside the home as appropriate to individual circumstances and need – to identify practical and emotional issues which have an impact on wellbeing and actions to address these.
- Where appropriate and within the remit and skillset of this role¹, work directly alongside family members, as relevant, to action issues identified. Otherwise, direct and signpost family members to appropriate sources of support within the community and beyond.
- Meet regularly as a team to reflect on experiences, share learning and good practice and further develop the role and remit.
- Regularly feed back activities and progress to key contacts in the school community.
- Contribute to the development of an improvement plan for the IHS ASG whole family support service and monitor progress against key indicators within the plan.
- Work alongside partners from the schools, statutory services and community groups to improve the universal wellbeing support for all children, young people and adult family members available through forums (including schools) already in existence in the area.
- Contribute to regular progress reports for the steering group.
- Where appropriate and identified as a need by families, facilitate group and peer support opportunities for families.

¹ Please refer to the person specification.

- Run group activities during school holidays in line with the needs and wishes of families.
- Regularly gather, communicate, act and feed back on the views and voices of young and adult family members – both on the service provided and on wider issues affecting them.

Person specification

Experience / knowledge

- Experience of working alongside families in a supportive role.
- Experience of delivering support in relation to one or more of the following: early years (pre-birth to 5); primary years (5 – 12); secondary years (12 – 18); additional support needs (all ages 0 -18).
- Experience of working in a development role to influence ongoing, evidence-based change.
- The ability to deliver support appropriately within the scope of the project and to work in line with agreed policies and procedures.
- Experience of working successfully as part of a small team.
- Knowledge of the range of supports available for families in Highland and in the local community.
- Experience of working within cross-sector, multi-agency partnerships.
- Knowledge of the challenges currently faced by families in the Highlands.
- Knowledge of primary and secondary school systems and processes in Scotland and across Highland relating to attendance policy.
- Awareness of the challenges faced by children and young people in engaging with school in Highland.
- Knowledge of how to access supports for families (e.g. income maximisation)
- Understanding of and respect for the need to work within professional boundaries.

Personal qualities, skills and characteristics

- Warm, empathetic, engaging and personable to help build relationships with families, other team members and partners
- Highly effective communication skills
- Strengths-based, collaborative and authentic approach.
- Calm, caring, compassionate and respectful in chaotic, challenging and pressurised situations.
- Ability to exude hope, inspire and empower others.

- Enthusiasm – for the opportunity to work alongside families and make a difference to their lives, for the professional opportunity that working in the service brings and the opportunity to do things differently.
- Creative and knowledgeable, able to improvise to find innovative options and solutions for families working to realistic goals.
- Reflective of their own practice, willing to ask for, receive and act on feedback received from others, and willing to provide feedback to others.
- Team worker who genuinely thrives in working collaboratively with children, families, the whole family support team and wider professional networks.
- Embraces flexibility in working arrangements and able to manage their time effectively.

Application process

To apply, please complete the [Jotform here](#).

For an informal chat or any questions, please contact sandra.brown@highland.gov.uk