**Job Description**

**Job title: Family Wellbeing Support Worker**

**Responsible to: Wellbeing Team Manager**

**Contract Type: Permanent**

**Position Type: Full Time**

**Salary Scale: £30,084.30 - £36,889.83**

**Hours of Work: 37.5 per week**

**Pattern of Work: Monday to Friday with a degree of flexibility to include some evening and weekend working as and when required**

**Purpose:**

The Good Shepherd Centre (GSC) is a secure, close support, and semi-independent living service for vulnerable young people. We are committed to providing a nurturing, trauma-informed environment that supports young people and their families to achieve positive outcomes and lasting change.

As a Family Wellbeing Support Worker, you will work directly with young people and their families to strengthen relationships, promote wellbeing, and support positive transitions. You will play a key role in delivering relational, rights-based, and trauma-informed support that aligns with the values of the Good Shepherd Centre of Kindness, Nurturing, Resilience, Rights Respecting and Hope as well as Scotland’s commitment to **#KeepThePromise.**

The Family Wellbeing Support Worker plays a key role in supporting young people and their families through:

* Relational and rights-based practice
* Strengths-based approaches
* Building trust and positive relationships
* Working collaboratively with families and other adults in the young person’s life

**Key responsibilities and competences are to:**

1. Build trusting, respectful relationships with families/carers and young people.
2. Provide emotional and practical support to families, both in-person and remotely.
3. Facilitate young people and family/carers meetings, therapeutic sessions, and wellbeing-focused interventions.
4. Collaborate with care, education, and health teams to ensure holistic support.
5. Promote family/carer resilience, empowerment, and inclusion in decision-making.
6. Identify, develop and provide individualised packages of support that are responsive and timely to meet the assessed needs of young people and their families or carers.
7. Complete assessments with young people and their families/carers using a strength-based approach to what is working well to inform what support is required, listening to the young person, families/carers and exploring what they need to flourish.
8. Following the completion of assessments, determine the most appropriate way to support the young people and their families/carers with focus on the wider family context to address specific, isolated and individual issues within the family.
9. Provide tailored intervention programmes for the young people and their families/carers where identified through the assessment process.
10. Support with group work interventions as and when required.
11. Provide individualised support to young people as and when required.
12. Provide individualised support to the family/carers as and when required.
13. Be familiar with the Family Support Principles as outlined within The Promise and an understanding of a strength-based approach and trauma informed practice.
14. Liaise effectively with the multidisciplinary team within the GSC and with other external organisations to promote agency to young people, families/carers to have a say about people who support them.
15. Provide relational support to young people and families/carers during family time by observing and helping the family dynamics, including helping young people to reconnect with their families/carers within the local community and home environment.
16. Attend and contribute to relevant multi-professional meetings.
17. Ensure that the quality of records and preparation and content of appropriate reports for internal and external meetings are of a high standard in terms of content and accuracy.
18. Ensure you have an understanding of and adhere to Good Shepherd Centre policies and procedures.
19. Comply with the GSC Health and Safety Policy and data protection policy to protect your own and others health, safety and welfare.
20. Ensure you have an understanding of, and comply with the GSC procedures for promoting and safeguarding the welfare of the young people.
21. Develop skills and competencies that assist in the delivery of the role through engagement with supervision, performance appraisals, including training and practice development opportunities.
22. Work flexibly with patience and a persistent approach due to the complex and challenging needs of the families/carers which may include evening and weekend working.
23. Carry out any other reasonable duties as required.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * HNC – Social Services, SVQ Level 3 – Social Services – Children and Young people or equivalent. * Sustantial experience within the family support work field. | * Family Support Worker Diploma or other relevant training in Family Work including mediation. |
| **Experience** | * Experience of working with children, young people, and families, particularly those facing adversity or trauma and an understanding of trauma-informed and relational practice. * Substantial experience within the family support work field. | * Previous experience in a residential child care or youth work/commnunity work setting. * Previous experience in working with young people with complex needs. * Additional training in mental health, counselling, or family support. * Experience in therapeutic or wellbeing-focused interventions |
| **Professional Registration** | * SSSC Registration or equivalent regulatory professional body. * Membership with the PVG Scheme |  |
| **Professional Qualities** | * Knowledge of Safeguarding and Child Protection – Understanding of legal responsibilities and procedures. Understanding of issues that affect family dynamics. * Familiar with theories of child development, parenting, and family systems – Ability to apply this knowledge to support families holistically. * Ethical Practice - Adhere to professional codes of conduct. Maintain boundaries and respect confidentiality. * Case Management Skills - Keep accurate, up-to-date records. Develop and monitor support plans tailored to each young person and their family/carers. Ability to work on your own initiative and to work independently to an agreed plan of work. Competent IT skills in word processing, spreadsheets, use of databases, email and online platforms including Zoom and MS Teams. * Multi-Agency Collaboration - Work effectively with internal collegaues and external agencies. Share information responsibly to ensure coordinated support for the young people and their families/carers. * Represent the needs and rights of young people and families/carers in meetings - Helping young people and their families/carers navigate complex systems. * Commitment to Continuous Professional Development (CPD) – Commitment to engage in ongoing training and learning. Reflect on practice to improve service delivery. * Cultural Competence - Apply inclusive practices that respects diversity of the young people and their families/carers. * Outcome-Focused Approach - Sets clear goals with young people, families/carers. Measure progress and adjust support to achieve positive change. * Values - demonstrate a commitment to upholding and promoting the Values of the GSC, namely Kindness, Nurturing, Resilience,Rights Respecting and Hopeful. | * Good working knowledge of trauma informed care. * Experience of working with neurodiverse young people and those with complex needs. * Experience of working with a wide range of other professionals to deliver family support to young people and their families. * Experience in delivering and/or leading family work interventions. |
| **Personal Qualities** | * Empathy and Compassion - Ability to understand and share the feelings of others. Offer emotional support to young people, families /carers without judgment. * Patience - Work calmly with young people and families facing complex or long-term issues. * Strong Communication Skills - Listen actively and speak clearly. Adapt communication style to suit different age groups and backgrounds when supporting young people and their families/carers. * Resilience - Cope well with emotionally demanding situations. * Cultural Sensitivity - Respect and understand diverse family structures, cultures, and values. * Problem-Solving Ability - Help young people and families/carers identify challenges and find practical solutions. Think creatively and resourcefully. * Trustworthiness and Confidentiality - Build trust with young people, families/Carers by maintaining privacy and integrity. Handle sensitive information responsibly. * Organisational Skills – Manage appointments, and documentation efficiently. Prioritise tasks and meets deadlines. * Teamwork and Collaboration - Work well with other professionals. Share information appropriately to support the young people and family’s needs. * Commitment to Empowerment - Encourage young people and families/carers to build on their strengths. Support independence. * Full Manual Driving License |  |