



FIFE GINGERBREAD

JOB DESCRIPTION

This Description is intended to give prospective applicants an overview of the post, the task and the context within which the job is being offered. It does not purport to be an exhaustive statement of Terms and Conditions of Employment with Fife Gingerbread. Applicants will be given an adequate opportunity to discuss issues of that nature at initial interview.

Job Title & Salary Range

Post: Support Worker – Making it Work for Families

Salary: £25,279 (Full Time Post - 36 Hours)

Funding: Capital City Partnership funded by East & South East Region City Deal.

The post is subject to various suitability checks.

Duties & Responsibilities (common across all Fife Gingerbread Support Workers)

- The ability to demonstrate empathy with our values;

Accessibility: We provide flexible and inclusive support services located in our local communities.

Quality: We work to the highest possible standards to support families in a flexible, holistic, non-judgemental, friendly and professional manner.

Empowerment: We work with families to overcome barriers in their lives enabling change to take place.

Trust: We act with honesty and integrity and adhere to strict policies and procedures with regard to confidentiality.

Excellence: We strive for excellence in all areas of service delivery

Respect: We promote respect for others in all aspects of our service

- Contribute to the work of Fife Gingerbread, collaborating with colleagues (internal and external) reporting to Operational Manager.
- Partnership working with local provision, avoiding duplication of services, creating a joined up approach, networking etc.
- Responsible for engaging and supporting lone, vulnerable and disadvantaged families. Using a mix of home visiting, one to one work and group work and using the Fife Gingerbread model of Engage – Support/Skilling up – Progression.

- Working with families to agree an action plan that offers a range of professional support to families from listening to guiding, informing to advocacy. Offer practical support to alleviate poverty and increase financial inclusion by accessing local supports and access a range of grants and financial support.
- Support parents to ensure children and young people are safe, healthy, achieving, nurtured, active, respected, responsible and included.
- Undertaking group work with families.
- Using an asset based approach support families to overcome any barriers, and access learning and further skills development offered within their community, supporting members of the family to achieve their potential.
- Responsible for giving a voice to the issues families face and influencing developing opportunities that provide solutions and gives a voice to the issues faced by the families we support.
- Operate within given budget restraints and optimise opportunities to work efficiently.
- Work within Fife Gingerbread's ethos of progressing volunteers, demonstrating responsibility to work collaboratively with the volunteer coordinators to ensure volunteering is integral to the work.
- Use IT systems to ensure quality and efficiency of work and be responsible for developing and maintaining social media and other marketing to promote the work in collaboration with the business support team.
- Responsibility for accurate and timely recording of data, monitoring and reporting progress for funders and highlighting any trends to the Operational Manager.
- Prepare reports as appropriate, gathering qualitative and quantitative information, as well as anecdotal evidence in the form of feedback from parents and service providers.
- Participate in regular team meetings, supervision and communication opportunities as Performance Feedback Framework.
- Represent the organisation at various forums including preparation and delivery of presentations promoting the impact of the work.
- Plan all travel across Fife (and on occasion wider) using the most effective and efficient mode.
- To undertake other duties as required.

Skills, Knowledge & Experience *(common to all Fife Gingerbread Support Workers)*

The post holder will have a qualification in a related discipline to a minimum SCQF Level 7, such as SVQ 3 Health and Social Care or the HNC Social Science, HNC Child Care and Education and together with demonstrable experience, also the ability and willingness to complete further training and qualification as identified.

- Experience of working with families in a range of settings.
- A flexible “can do” approach to problem solving and to be innovative in finding ways of assisting children and families to increase their participation.
- To support the delivery of a range of services for families and children including group work; family learning, information events etc.
- Group facilitation skills and creativity/innovation.
- Experience of multi-disciplinary team working and collaborative partnership work.
- Excellent organisational skills and the ability to use own initiative effectively while managing competing demands.

- Ability to monitor/review targets and outcomes.
- Sound understanding of the principles around confidentiality, understanding and adherence to Child Protection Policy and Protocols.
- Ability to communicate clearly and sensitively with colleagues/parents both written and verbal.
- Excellent Microsoft Office skills and working knowledge of social media applications.
- A good knowledge of the value volunteers can bring to the organisation, the individual and the local community.

Fife Gingerbread Policies

Adhere to all of the policies and procedures as set out in the Fife Gingerbread Handbook and to monitor and maintain health and safety within your base and notify the Line Manager of any areas of concern.

To work with the team to develop a culture of safe working practice and to ensure Fife Gingerbread's compliance to its health and safety responsibilities, you are required to ensure that by your own actions you ensure your own safety and do not put other people at risk by reason of your own acts or omissions (Section 7 of the Health & Safety at Work etc Act).

Fife Gingerbread encourages employees to adopt a culture of personal development. Fife Gingerbread recognises the quality of service is derived from its employees and will, where possible, support and encourage their self-development.

Contribute to a work environment that upholds respect and dignity for all individuals that is free from harassment and bullying based upon age, disability, gender reassignment, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation.

Role Specific Responsibilities

Making it Work for Families is a partnership project working with staff from Fife Gingerbread, CARF, Clued Up and FIRST. We will offer intensive family support to families in need living in Levenmouth and Kirkcaldy areas with S1 or S2 pupils living at home. We will work together to offer a whole family approach of intensive support.

- Ability to work effectively within a partnership to deliver a coordinated package of family support.
- Availability to work out of 'normal' hours required, to facilitate family learning activities, groups and remove barriers.
- Co-location will be essential to work in partner premises and build relationships with the partnership team.

Note: Fife Gingerbread are working in line with COVID-19 Scottish Government guidance to adapt services to ensure the safety of staff, volunteers and families.