

Role Description and Person Specification for Family Links Lead

Care and Learning Alliance are seeking a compassionate and motivated Family Links Worker to support children and families across Lochaber, working in partnership with local services to improve outcomes.

Applicants must live within reasonable commuting distance of Lochaber and hold a full, clean driving licence with access to a car for work purposes.

Contract: Fixed term for one year, 30 hours per week

Starting Salary: £26 500.00

£17.00 per hour

Place of work: Hybrid – mixture of working from home (equipment provided) and associated schools, with an expectation of frequent travel within Lochaber and, occasionally, to Inverness and across Highland to fulfil aspects of the role – travel allowance provided.

About Care and Learning Alliance

Care and Learning Alliance (CALA) is a third-sector organisation that supports children and families by providing high-quality early learning, childcare, family support, and training services across the Highlands and other areas across Scotland. The organisation works in partnership with communities and other agencies to improve outcomes for children and families and promote inclusive, accessible services.

About Family Links

Family Links is a pioneering service led by a partnership of third sector organisations - the Care and Learning Alliance, Homestart East Highland and Thriving Families - and supported by the Highland Whole Family Wellbeing Programme. Working alongside schools and other statutory and third sector providers, the Family Links partnership is testing and developing our approach to the delivery of holistic support to families in targeted communities across Highland.

For the past 18 months, we have focused on testing our approach within the Inverness area, and we have now secured funding to further test and develop Family Links in other areas of Highland. The current role is to lead the Care and Learning Alliance Family Links team in Lochaber.

Family Links provides a bridge between home, school and community, supporting families to overcome challenges to wellbeing 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 to be gained from building closer partnerships between schools, communities and families and supporting all family members to address both practical and emotional issues.

Support provided to families is agreed alongside families, is delivered flexibly and is responsive to the needs of families and individual family members. It is available to families for as long as they need it.

Role description

Purpose of role

The Family Links Lead (Lochaber) will lead and support a small team of Family Links Workers¹ in the area, simultaneously working as part of the wider Care and Learning Alliance team and the Family Links partnership.²

The Family Links Lead (Lochaber) will ensure that all Care and Learning Alliance Family Links Workers in Lochaber are fully supported to undertake their duties, provide a high quality of service and have their needs met. As a senior member of the Lochaber team, this role plays an integral role in coordinating operational delivery, supporting with working practice guidance, policies and processes.

The Family Links Lead (Lochaber) is also responsible for coordinating and facilitating the partnership with schools, statutory agencies and third sector in the area – including ensuring robust monitoring and evaluation of project outcomes and, where required, mentoring local partners in the delivery of holistic family support - in collaboration with the Highland Whole Family Wellbeing Programme's Family Links Project Manager.

In addition to this, the Family Links Lead (Lochaber) will support a small caseload of families in the same way as our Family Links Workers (see Appendix A). These cases may be more complex in nature than the typical Family Links Worker caseload. In your Family Links Worker capacity, you will provide one-to-one holistic, information, advice and support to families in Lochaber who are experiencing school attendance and engagement issues, supporting and enabling them to improve their lives by building their confidence, empowering them to recognise their personal expertise and value, to implement practical support strategies, access services, know their rights, and to have their voices heard.

¹ Please see Appendix A: Family Links Worker role description

² Family Links currently operates in Inverness and is developing new teams in Lochaber and Skye / Lochalsh in addition to Badenoch and Strathspey

Main responsibilities and duties

The Family Links Lead (Lochaber) is responsible for:

- Line managing the Care and Learning Alliance Family Links team in Lochaber area, including providing one-to-one (and team-based) support and supervision for all Family Links Workers in the area.
- Delivering internal training to the Family Links team in Lochaber and coordinating external training and development opportunities for Family Links Workers alongside the wider Care and Learning Alliance team and the Family Links partnership.
- Working alongside the Family Links Project Manager to ensure the smooth and ongoing delivery of Family Links in Lochaber.
- Ensuring Family Links Workers in Lochaber are aware of, and working in line with, the policies, procedures and guidance of both Care and Learning Alliance and the Family Links partnership.
- Involvement in recruitment and selection processes as necessary, including interview and induction processes.
- Quality assuring the service delivered by the Care and Learning Alliance Family Links team in Lochaber and collaborating with Family Links Team Leads from other Family Links partner organisations to ensure equity and quality of Family Links delivery across all test sites in Highland.
- Provision of regular progress reports for the Care and Learning Alliance and Head of Quality Learning and Workforce Development and the Family Links Project Manager.
- Undertaking all aspects of the Family Links Worker role (most complex cases) as detailed in Appendix A below.
- Undertaking any other duties within the skillset of this role³ required by the Care and Learning Alliance Head of Quality Learning and Workforce Development.

³ Please refer to the Family Links Lead person specification

Person Specification

Essential	Desirable
• Educated to degree level or equivalent, relevant professional experience* • Experience of successfully managing and motivating teams, and leading staff development. • Understanding and experience of service development and quality assuring • Experience of working alongside children, young people and/or families. • Ability to travel to and from Lochaber (and occasionally across Highland) to fulfil requirements of the role. • Knowledge and understanding of the workings of statutory and third sector providers, specifically education and health and social care. • Experience of monitoring and evaluation. • A strong value base with a commitment to a person-centred, solution-focused, outcomes-based approach. • Knowledge, understanding and commitment to GIRFEC, child protection and trauma-informed practice. • Excellent listening, verbal and written communication skills. • Experience of and commitment to working in partnership and build relationships with a wide range of individuals and groups to achieve positive outcomes.	• Experience of developing and delivering training materials • Experience of working within the Third Sector. • Experience of working within Highland. • Knowledge of GDPR, data protection legislation and good practice. • Knowledge and understanding of the strengths and pressures within families with additional support needs. • Knowledge and experience of using a case management system. <i>* We recognise that many people who have no formal qualifications find a path to working in the Third Sector. In keeping with our commitment to equal opportunities, we wish to remove unnecessary barriers to those who can demonstrate their ability to meet all criteria for this post.</i>

• Organisation and planning skills with the ability to work autonomously and manage and prioritise a diverse workload. • Confidence in presenting to a variety of stakeholders including families, professionals, colleagues and steering group. • Competent and confident in the use of new technologies, including mainstream software packages, email and internet. • Must hold a current full driving licence with access to own transport.	
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Application process

To apply, [Click here https://form.jotform.com/221501670839051](https://form.jotform.com/221501670839051)

For an informal chat or any questions, please contact info@calachildcare.co.uk

Appendix A: Family Links Workers – Role Description

Main Responsibilities

- Work in partnership with children, young people, schools, parents, carers, local statutory providers and community organisations to deliver tailored, holistic support to families who are referred to Family Links.
- Liaise with contacts within schools beyond to ensure that support for referred families is joined up and effective.
- 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 role, 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 with the wider Family Links team to reflect on experiences, share learning and good practice.
- Carry out continual monitoring of support delivered against key indicators and provide regular feedback reports to the schools and the Family Links partnership and ensure that the voices and views of children, young people and families are at the heart of this.
- Work alongside partners from schools, statutory services and community groups to contribute to the creation of more neuro-positive environments within homes, schools and the community.
- Where appropriate and identified as a need by families and partners, facilitate group and peer support opportunities for families, including during school holidays.