

Early Years Scotland (EYS) Family Visitor Centre at HMP Low Moss Family Support Worker Remit

The **Family Support Worker** has responsibility for:

1. Assisting in the day-to-day operation of the Family Visitor Centre in co-operation with EYS team and prison staff under the supervision of the Centre Co-ordinator.
2. Building relationships with children and families to the Family Visitor Centre to identify areas of unmet need.
3. Building effective communications with community-based services and collaborating with them on the sourcing of materials, resources and one-to-one support for visitors to the prison.
4. Maintaining a database of relevant organisations, support given, and referrals made.
5. Encouraging and supporting volunteers to be involved in the work of EYS at the Family Visitor Centre.

The Family Support Worker will be based at HMP Low Moss.

The Family Support Worker will promote and adhere to the values, philosophy, policies and procedures of EYS and HMP Low Moss as appropriate at all times.

Undertaking any other duties as required by the EYS Centre Co-ordinator

CONTEXT

Early Years Scotland is the national leading organisation that invests in our youngest children pre-birth to 5. We deliver and support high quality Early Learning and Childcare for children and families across Scotland in a variety of settings, including prisons. EYS supports the early years' workforce primarily through membership and by delivering a range of professional learning opportunities. Our underpinning philosophy is to emphasise the importance of a two generation approach to early intervention and prevention in all of our work. Where we deliver our own services directly for families, we work with young children and their parents/carers together. We believe that through this partnership approach we can give children the best start in life.

ACCOUNTABILITY

The Family Support Worker will be line managed by the Centre Co-ordinator who in turn is accountable to the Service Manager and ultimately to the Board of Directors.

PRINCIPAL RESPONSIBILITIES

1. **Assisting in the day to day operation of the Family Visitor Centre in co-operation with EYS and prison staff by:**
 - Supporting and working as a team with the Centre Co-ordinator and Early Years Practitioner
 - Providing a welcoming environment
 - Engaging positively with prison staff to support visitors and ensure the smooth operation of the Family Visitor Centre

- Maintaining and keeping up to date relevant information, leaflets, posters etc. for the Family Visitor Centre
 - Working with and supporting volunteers in providing visitors with appropriate support and guidance
 - Facilitating research with and feedback from visitors
- 2. Building relationships with visitors to the Family Visitor Centre to identify areas of unmet need by:**
- Discussing and responding sensitively and appropriately to enquiries from visitors
 - Signposting visitors to resources, information and agencies that will provide relevant support
 - Liaising with the prison staff on behalf of visitors when requested and where appropriate
 - Adhering to the highest standards of confidentiality
- 3. Building effective communications with community-based services and collaborating with them on the sourcing of materials, resources and one-to-one support for visitors to the prison by:**
- Implementing effective and co-operative communications with outside, community-based support agencies
 - Ensuring that the information stored conforms to policy and data protection regulations
- 4. Maintaining a database of relevant organisations, support given and referrals made by:**
- Ensuring that information kept is accurate, up to date and confidential
 - Providing written reports and analysis as required
- 5. Encouraging and supporting volunteers to be involved in the work of EYS Family Visitor Centre**
- Assist the Family Visitor Centre Co-ordinator in the support and supervision of volunteers.

WIDER RESPONSIBILITIES

To take responsibility, along with other staff members, for ensuring that operational policies are observed and for carrying out other duties as appropriate to this post. This will include active participation in supervision, review and planning, team meetings and accepting responsibility for identifying and meeting professional development and training needs as part of an on-going process.

This remit is intended to outline the post at this stage of development. It is not an exhaustive list and it is recognised that jobs change and evolve over time. Post holders will be expected to co-operate in carrying out any other duties commensurate with fulfilling the purpose of the job, and in responding positively and flexibly to changing organisational needs, as required by the line manager and/or Chief Executive.

WORKING RELATIONSHIPS

The Family Support Worker will:

- meet regularly with the EYS Centre Co-ordinator and attend regular Review and Planning meetings
- prepare for and attend other meetings as required
- liaise with relevant EYS and prison staff as necessary
- establish and develop meaningful working partnerships with relevant organisations, stakeholders and agencies where appropriate

- work with staff across the organisation to ensure professional learning plans, approaches and programmes, link meaningfully with, and are an integral part of, other organisational activity

TRAINING AND DEVELOPMENT

The Family Support Worker will be expected to keep up to date in terms of knowledge and skills in their area of work. It is also expected that all staff will keep themselves up to date in terms of policy developments, priorities and practice at organisational, local and national level.

All staff will be provided with opportunities to update skills and knowledge in line with remit and organisational requirements within the limits of time and resources available and in accordance with furthering the aims of EYS.

CORE COMPETENCIES

The competencies have been described under three headings: knowledge and understanding, skills and abilities and values and personal commitment. They are inherently linked to each other and the interrelationship among the three is core to ensuring that the Family Support Worker takes appropriate professional action during the course of their work with Early Years Scotland.

Knowledge and Understanding

- Organisational priorities, needs and values
- Organisational policies and procedures governing working practice and performance.
- Quality management and leadership practice
- Communication processes
- Organisational publications and resources
- Current sector developments, documents and initiatives

Skills and capabilities

- Ability to build and maintain effective and positive working relationships
- Ability to provide a range of written reports as required
- Possess excellent communication skills (oral, written, ICT, presentational)
- Ability and confidence to communicate with partners at all levels, and advise on policy and other Visitor Centre matters where required
- Possess effective organisational, time management and prioritisation skills
- Possess excellent IT skills
- Possess competent skills in research and analysis
- Ability to monitor, evaluate and assess own performance in line with work priorities

Values and Personal Commitment

- Show commitment to the values of Early Years Scotland
- Ensure a highly professional and positive attitude is presented at all times
- Take responsibility for your own professional learning and value constructive feedback
- Show a commitment to reflection, self-evaluation and self-development
- Value, appreciate and respect the contribution of others
- Show commitment to achieving high standards and objectives which are planned and agreed
- Demonstrate flexibility, working on own initiative and self-reliance
- Observe confidentiality at all times in line with policy
- Value and promote fairness, diversity, social inclusion and anti-discriminatory practice