

Aberdeen FC Community Trust Job Description

Name:	
Job Title:	Family Support Coach (Centre Circle Partnership)
Line Manager:	Health & Wellbeing Team Lead
Line Manager for:	Support with sessional staff & volunteers
Date Started:	
Overall Purpose of Job:	
To provide high-quality, relationship-based support to children, young people and families experiencing poverty, disadvantage, isolation, or other challenges. The postholder will manage a caseload of families, providing strengths-based, whole-family support that helps individuals identify their goals, build resilience, improve wellbeing, access appropriate services, and achieve positive outcomes. The Family Support Coach will represent Aberdeen Football Club Community Trust (AFCCT), using the power of football and community engagement to support families and strengthen local communities across Aberdeen City / Aberdeenshire.	
Main Responsibilities/Description of Duties:	
Key Duties - Manage an active caseload of families, providing a flexible level of support according to individual family needs and circumstances. - Build trusting, positive and respectful relationships with families and work alongside them to identify their strengths, needs, priorities and goals. - Complete appropriate assessments and develop individual family support plans. - Provide targeted and intensive support where appropriate, recognising that families may move between different levels of support as their circumstances change. - Support families to identify practical solutions to issues affecting their wellbeing, stability and ability to thrive. - Provide practical support and signposting around areas including benefits, income maximisation, food, transport, childcare, grants, money advice, employability and other relevant services. - Make appropriate referrals to specialist and statutory services and provide supported introductions where required. - Undertake community outreach and engagement to identify and engage families who may not currently access formal support. - Support families to access appropriate AFCCT activities, programmes and wider community opportunities. - Work closely with schools, social work, health services, community organisations and other partners to ensure families receive coordinated support. - Maintain accurate and confidential records of all family support, contacts, referrals, interventions and outcomes. - Monitor progress against agreed family goals and contribute to the evaluation of the Centre Circle Partnership. - Identify emerging needs, barriers and gaps in support and share these with the HWB Team Lead to inform service development. - Work closely with colleagues across AFCCT and partners to ensure a coordinated whole-family approach.	

- Work within agreed budgets and use resources responsibly.
- Follow AFCCT safeguarding, health and safety, equality, data protection and other relevant policies at all times.
- Promote opportunities appropriately and act as a positive ambassador for AFCCT in the community

Key Responsibilities

- Nurture a culture of upholding and working towards our values.
- Undertake training relevant to the position.
- Ensure that your professional knowledge and practice meet the highest standard.
- Keep abreast of current research, guidance and practice development, identifying relevant issues and opportunities for improvement.
- Understand fully the requirement for confidentiality in all areas of your work, balanced with appropriate information sharing and GDPR requirements.
- Effectively communicate, engage and work collaboratively with families, colleagues, partners and stakeholders.
- To work as part of the wider team to ensure services are delivered effectively, including commitments to best practice.
- To fulfil organisational requirements in relation to receiving training and practice development, and to develop individual and team skills.
- Work to legislative, ethical, policy and procedural requirements, adhering to AFCCT policies and procedures, including best practice on Safeguarding and Protection of Children and Protected Adults, HR, Health and Safety and operational procedures.
- Maintain accurate and timely records relating to families, ensuring information is stored securely and appropriately.
- Liaise with voluntary, statutory workers, schools, health professionals, community organisations and other stakeholders as required.
- Promote equality, diversity and inclusion throughout all areas of work.
- Care for the work environment to promote effective working.
- Represent AFCCT positively and professionally within community settings and partnership meetings.
- Work across AFCCT teams when this improves participant outcomes or creates useful routes into wider support.

Please note that this job description is not designed to cover a comprehensive list of activities, duties or responsibilities that are required of the employee for this role. The duties and responsibilities may change within reason at any time with or without notice to suit the needs of the Club.

Person Specification: Experience/Qualifications/Training/Personal Qualities

Essential:

- Experience of working directly with families, parents, carers, children, young people or communities.
- Experience of providing one-to-one support, key-working, casework or family support.
- Experience of building positive relationships with people experiencing disadvantage or challenging circumstances.

Desirable:

- Relevant qualification in family support, community work, youth work, social care, education or related area.
- Experience of community outreach and engagement.
- Experience of working with families experiencing financial hardship.
- Knowledge of benefits, income maximisation and welfare support.
- Experience of working with schools, social work, health or other statutory services.

• Experience of identifying needs, agreeing goals and supporting people to achieve positive outcomes. • Experience of managing and prioritising a caseload. • Experience of managing and prioritising a caseload. • Experience of partnership working and making or supporting referrals. • Experience of maintaining accurate and confidential records. • Experience of working within safeguarding procedures. • Good interpersonal and communication skills – listening, writing and speaking. • Ability to use initiative and organise workload efficiently with minimum supervision. • Understanding of a strengths-based and whole-family approach. • Understanding of the challenges faced by families experiencing poverty and disadvantage.	• Experience of working within the voluntary sector. • Experience of using outcome measurement systems. • Full driving licence and access to transport.
Personal qualities required • Ability to build rapport, engage with and support families in a warm, respectful and non-judgemental manner. • Ability to build trusting relationships with people experiencing challenging or complex circumstances. • Ability to work in a strengths-based and empowering way. • Ability to listen, understand and respond sensitively to individual needs. • Ability to use initiative and organise workload efficiently with minimum supervision. • Ability to manage and prioritise an active caseload effectively. • Ability to work as part of a team, communicating and sharing ideas. • Ability to work collaboratively with partner organisations. • Commitment to treating people fairly and with respect. • Work in a kind, caring and understanding manner. • Commitment to equality, diversity and inclusion. • Commitment to safeguarding children, young people, protected adults and families. • Football coaching experience is not required in this role.	
Signed by Employee:	Signed by Line Manager:
Date:	Date: