

# Job Description

## Job Title: Family Support Worker

**Reports to:** Child & Family Services Team Lead

**Responsible to:** CEO & Board of Directors North Tipperary Community Services CLG  
(Trading as Silver Arch FRC)

**Location:** Silver Arch Family Resource Centre, 52 Silver Street, Nenagh, Co. Tipperary, & areas of North Tipperary as required.

**Contract:** Fixed Term – 12 Months (continuation subject to funding)

**Hours:** Full-Time (37 hours per week)

**Salary:** Point 1 Family Support Worker HSE scales Jan 2024 - €34,592

**Funded by:** Tusla – Child and Family Agency

### Who we are:

Silver Arch Family Resource Centre, celebrated its 50th anniversary in 2023 and has continued to uphold its primary objective: “To provide community-based support, information, and advocacy services to individuals, families, and groups in North Tipperary, so as to empower and help people, particularly those who are most disadvantaged, to access services.” Silver Arch FRC deliver a diverse range of supports and services, including ‘The Thrift Shop’ Social Enterprise, rural Early Childcare preschools (Templeberry & Portroe), the Community Families Home Visiting Programme, Family Support, Parenting Support Programmes, Partnership with Families, Unity Child & Youth Hub, Social Prescribing, child and adolescent therapeutic services, adult counselling, gambling counselling, Health & Wellbeing projects, Older Persons Services, and community development outreach projects. These initiatives serve families, older persons, and individuals ranging from 0-100+ years, across our outreach locations in Nenagh, Newport, and Borrisokane.

*Our Mission:* To provide accessible services that are responsive to the needs of individuals, families and communities.

*Our Values:* Respect, Trust, Empowerment, Quality

The successful candidate will join a dynamic and diverse team at Silver Arch Family Resource Centre, made up of both long-standing experienced staff and newer team members bringing fresh perspectives and innovation. As a voluntary organisation, Silver Arch FRC is committed to meeting children, young people, and families where they are at—recognising their unique strengths, experiences, and challenges. Our approach is grounded in strengths-based and trauma-informed practice, ensuring that support is responsive, respectful, and tailored to the real-life contexts of those we serve.

### Purpose of the Post

The Family Support Worker will provide an early intervention, child-centred, home and community-based family support service to vulnerable children and their families. The role

focuses on building supportive, empowering relationships with families to improve parenting capacity, household routines, child wellbeing and family resilience. Working from a community development and rights-based perspective, the Family Support Worker will implement tailored, strengths-based supports through Tusla's Prevention, Partnership and Family Support (PPFS) approach, ensuring the voice of the child and the participation of parents are central to practice.

## **Duties & Responsibilities**

### **Supporting Families**

- Build trusting relationships with parents, children, and families to provide support that is respectful, empowering and non-judgmental.
- Manage an active caseload in line with Meitheal and family support procedures.
- Support families to develop and maintain positive household routines that meet the educational, social, and emotional needs of their children, by mentoring, demonstrating, and encouraging parents in managing daily tasks and childcare routines. This includes providing practical, hands-on assistance with routines such as meal planning, cleaning, education, and childcare. Implement strengths-based, outcome-focused family support plans.
- Facilitate needs assessments and regularly review progress using appropriate tools (e.g. Outcomes Star).
- Promote positive parenting practices and provide one-to-one guidance on child development and family functioning.
- Where appropriate, deliver or support evidence-informed parenting programmes such as Circle of Security, Parenting When Separated, or Seasons for Growth.
- Where appropriate, deliver child & youth group activities that develop and strengthen the capacity, resilience and wellbeing of the child(ren)/young person(s).

### **Teamwork and Interagency Working**

- Work collaboratively with internal Silver Arch teams and external partners to ensure coordinated responses to family needs.
- Participate actively in case reviews, Meitheal meetings, and child protection conferences as required.
- Responsible Lead Practitioner on Meitheal cases.
- Contribute to interagency initiatives and local area pathways as part of Tusla's integrated service delivery.
- Provide guidance to volunteers, students and others where applicable.

### **General Duties**

- Prioritise child safeguarding in line with Children First (2015) and organisational policies.
- Maintain up-to-date and professionally written records on the CRM system (preferably Salesforce).
- Use MS365 tools (Outlook, Teams, SharePoint, excel, word, powerpoint etc.) effectively for communication, scheduling and collaboration.

- Adhere to all Silver Arch FRC policies, procedures and professional codes of conduct.
- Participate in supervision, appraisal, team meetings, training and continuous professional development.
- Contribute to internal reviews, service development, promotional activities and fundraising as required.

## Eligibility Criteria

### *Essential Qualifications and Experience*

- **Education:** Minimum QQI Level 7 in Family Support, Youth & Community Work, Social Care, Health Promotion, Education or equivalent.
- **Experience:** At least 2 years paid work experience in a similar role in the community and voluntary sector.
- **Driving:** Full clean driver's licence and access to own transport for work purposes.
- **Child Protection:** Current *Always Children First* training certificate (in-date within last 3 years).

### *Essential Knowledge & Skills*

- Strong working knowledge of:
  - Tusla PPFS Framework and Tusla Meitheal Model.
  - Children First National Guidance and child safeguarding legislation.
  - Child development and parenting capacity.
  - Family support theory and community development principles.
  - Tusla participatory practice with children and parents.
  - Risk factors associated with child protection and welfare.
- Proven ability to:
  - Build and manage casework using a rights-based, outcome-focused approach.
  - Undertake needs assessments and measure family progress.
  - Work independently and as part of a multidisciplinary team.
  - Communicate clearly and empathetically with families and professionals.
  - Handle sensitive information with discretion and professionalism.
  - Demonstrate flexibility, initiative, and accountability in complex situations.

### *Essential Language Requirement*

- Minimum English language proficiency of B2 on the CEFR scale, with a strong preference for C1 level to effectively manage reporting, interagency communication, and service user engagement.

### *Commitment to Inclusive Services*

- Silver Arch FRC works with families from a wide range of cultural and linguistic backgrounds. We welcome applications from candidates with additional language skills, as these can enhance our ability to provide accessible, culturally appropriate support. Languages spoken within the communities we serve include Ukrainian, Russian, Polish, Arabic, Portuguese, and others.

- *Please note that additional language skills are not a requirement for this role and will not disadvantage applicants who do not possess them.*

### Desirable

- Experience delivering evidence-based parenting or wellbeing programmes.
- Familiarity with Outcome Star or similar evaluation tools.
- Experience supporting families through transitions, trauma, or adversity.
- Leadership in community engagement and project coordination.

### Terms & Conditions

- **Contract:** 12-month fixed term (subject to renewal based on funding).
- **Location:** Hybrid of community-based, home visits, and Silver Arch FRC offices.
- **Working Hours:** 37 hours per week with occasional evening/weekend work required.
- **Probation:** 6 months.
- **Annual Leave:** 25 days pro rata plus public holidays.
- **Travel:** Mileage expenses reimbursed at SAFRC flat rates.

To apply, please submit your CV along with a cover letter outlining your suitability for the role to [info@silverarchfrc.ie](mailto:info@silverarchfrc.ie). Please reference *Family Support Worker application* in the email subject line.

Applications will be treated in the strictest confidence. ***Please ensure your cover letter clearly demonstrates how you meet the essential criteria outlined in the job description.***

Reference checks of current and previous employers, Garda Vetting and police clearance is required for this role if successful in recruiting.

Deadline for applying is 16<sup>th</sup> July 2025. Interviews will be held in person week of the 21<sup>st</sup> July.

**Note:** This job description is not exhaustive. The post holder will be required to be flexible and adaptable to meet the changing needs of families, funders, and the organisation.

**Silver Arch FRC is an equal opportunity employer and does not discriminate against individuals on the basis of gender, age, race, colour, nationality, ethnic or national origin, religion, marital status, family status, sexual orientation, disability or membership of the travelling community.**