



Family Support Coach – Centre Circle Partnership

Responsible to: Project Manager

Location: Tynecastle Park, Edinburgh, EH11 2NZ

Contract: Fixed until 31st March 2028, with the possibility of continuation, subject to funding

Hours: 35 hours per week. Set times at Tynecastle Park include Mondays 10am - 12pm (fortnightly for team meetings), every Tuesday 10.30am – 12.30pm for co working and remaining hours to be negotiated and worked around the needs of the service, flexibly across the week including weekends where required.

Salary: £27,583 - £30,766

(Our salary range typically reflects the initial starting salary and annually increases until it reaches the top of the range)

Role overview

To provide high-quality, relationship-based family support to families experiencing poverty, disadvantage, isolation or other challenges.

The Family Support Coach will manage an active caseload of approximately **50 families**, providing flexible, strengths-based and whole-family support based on individual family circumstances and level of need.

The role will combine one-to-one family support, community engagement, practical support and partnership working, helping families to identify their own priorities, build confidence and resilience, access appropriate services and achieve positive outcomes.

The postholder will work as part of the Centre Circle Partnership and wider Big Hearts Youth, Families and Community service.

ORGANISATION PROFILE

Big Hearts Community Trust is the official charity of Heart of Midlothian Football Club. Based in South West Edinburgh, we aim to improve outcomes for individuals and families, using the power of football. We work across three key areas : Mental Health, Social Connections and Equal Opportunities.

We work closely with local and specialist partners to identify areas of need, understand where we can best add value and ensure our activities are designed and delivered effectively within the communities we serve.

More information on our work can be found at www.bighearts.org.uk

ROLE AND MISSION

Key Duties

- Manage an active caseload of approximately **50 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 Big Hearts 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 Project Manager to inform service development.
- Work closely with colleagues across the Youth, Families and Community service to ensure a coordinated whole-family approach.
- Ensure all work is undertaken in accordance with Big Hearts safeguarding, data protection, health and safety and other organisational policies and procedures.

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 Big Hearts policies and procedures, including best practice on Safeguarding and Protection of Children and Protected Adults, HR, Health and Safety and operational procedures.
- Recognise and respond appropriately to safeguarding concerns and follow Big Hearts safeguarding procedures.
- Undertake relevant Continuing Professional Development.
- Use communication systems to good effect including email, Slack, meetings, WhatsApp and other appropriate systems.
- Team work including supporting other team members and offering constructive challenge where appropriate.
- 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 Big Hearts positively and professionally within community settings and partnership meetings.

Support & Development

To undertake regular **Support & Supervision, and planning meetings with the Project Manager.**

The postholder will be supported to undertake relevant training and continuing professional development to develop their knowledge, skills and practice in relation to family support, safeguarding, whole-family working and community development.

PERSON SPECIFICATION

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.

Essential experience & knowledge required

Skills and experience for this post	Requirement
At least 3 years experience of working directly with families, parents, carers, children, young people or communities	Essential
At least 3 years experience of providing one-to-one support, key-working, casework or family support	Essential
Experience of building positive relationships with people experiencing disadvantage or challenging circumstances	Essential
Experience of identifying needs, agreeing goals and supporting people to achieve positive outcomes	Essential
Experience of managing and prioritising a caseload	Essential
Experience of partnership working and making or supporting referrals	Essential
Experience of maintaining accurate and confidential records	Essential
Experience of working within safeguarding procedures	Essential
Good interpersonal and communication skills – listening, writing and speaking	Essential
Ability to use initiative and organise workload efficiently with minimum supervision	Essential
Understanding of a strengths-based and whole-family approach	Essential
Understanding of the challenges faced by families experiencing poverty and disadvantage	Essential
Commitment to treat people fairly and with respect	Essential

Skills and experience for this post	Requirement
Work in a kind, caring and understanding manner	Essential
Relevant qualification in family support, community work, youth work, social care, education or related area	Desirable
Experience of community outreach and engagement	Desirable
Experience of working with families experiencing financial hardship	Desirable
Knowledge of benefits, income maximisation and welfare support	Desirable
Experience of working with schools, social work, health or other statutory services	Desirable
Experience of working within the voluntary sector	Desirable
Experience of using outcome measurement or case management systems	Desirable

ADDITIONAL INFORMATION

- Two satisfactory references will be requested upon any offer of employment.
- Successful applicants will be subject to an **Enhanced Protecting Vulnerable Groups (PVG)** check.
- The successful applicant will be required to undertake relevant safeguarding and organisational training.
- The role will involve working across community settings and may require some evening and weekend work in line with the needs of the service.
- The postholder will be required to work within all Big Hearts policies and procedures.

HOW TO APPLY

Please email your **CV & cover letter** detailing how your skills and experiences make you a good fit for this role to amanda.farquhar@bighearts.org.uk

The deadline for applications is **Monday 28th September 2026**.

Shortlisted candidates will then receive an invitation to attend an interview, which will take place on **Thursday 8th October 2026**.

If you have any questions about the role, or the recruitment process, please email recruitment@bighearts.org.uk and will help answer your questions.

Big Hearts is committed to equality of opportunity for all staff, and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation, race and religion or belief