



JOB TITLE

Outreach Worker

Incorporates

Section 1	Post Descriptor
Section 2	Person Specification

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Outreach Worker	
Service Area: Education, Learning & Attainment	Section: Early Years
Reports to: Education Officer	Grade: 6
Position Number: ES2526	
2. JOB PURPOSE To develop support services for families.	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities) Budget: None Staffing Direct: None Staffing Indirect: None	
4. ORGANISATIONAL CHART (shows levels directly above and below this post and includes grades of posts) Senior Education Office Strategic Lead for Whole Family Wellbeing Education Officer Outreach Worker	
5. ROLE OF SERVICE AREA/SECTION Offering group and 1 to 1 support and advice to parents / carers.	

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- To provide opportunities to enhance parent and child relationships and family wellbeing
- To engage parents in promoting their children's learning, development and wellbeing
- To develop confidence in parents to manage and support their children's development and to access support as required

7. PROBLEM SOLVING

- To work collaboratively with families and other services (as required) to identify needs and appropriate support leading to improved outcomes
- Identify and signpost families to appropriate support to meet their needs
- To deliver parenting programmes including support to children and families.

8. PLANNING

- To support / facilitate interagency working to ensure the family support is appropriate and leading to improved outcomes
- To liaise with other agencies in providing support to children and families as required

9. ASSIGNMENT AND REVIEW OF WORK

- To participate in developing appropriate documentation and protocols for the service in collaboration with link officer

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

- To work within service to help close the poverty related attainment gap;
- To work with services to identify vulnerable families who may require parenting support;
- To develop outreach and home links with families;
- To deliver parenting support via group sessions or 1 to 1 supports within community settings.

External communications and working relationships:

- To promote links with appropriate support agencies and co-ordinate the support provided by other support workers;
- To assist parents to access appropriate community facilities;
- To refer/signpost families to other agencies for on-going support.

11. DECISION MAKING

- Ongoing liaison with link officer regarding appropriate supports and/or referrals/signposting

12. MOST CHALLENGING PART OF THE JOB

The role of a Whole Family Outreach Worker is uniquely demanding, primarily challenged by the need to manage complex, caseloads involving vulnerable families. The emotional toll is significant, requiring great resilience to mitigate the impact of trauma and maintain professional boundaries amidst family crises. Ultimately, the worker must excel at building trust with potentially resistant or disengaged family members to achieve lasting positive change.

13. GENERAL

Disclosure/PVG membership: PVG for Children and Adults

Politically Restricted Post: No

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

☐ Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;

Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

☐ Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

- Ongoing mandatory training to meet national guidelines on curriculum, national priorities and Care Inspectorate regulations and guidance will be provided, this includes: food hygiene, moving and handling, infection control, child protection, safe guarding children, curriculum development in literacy, numeracy and health and wellbeing
- Corporate Induction session
- First Aid (if designated)

Post Descriptor Prepared by: Education Officer Date: 19th November 2025

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
An appropriate qualification at SVQ3 / HNC level in Education, Social Care, Childcare or Health.	
Training	
Evidence of participating in on-going CPD training e.g. Trauma Informed Practice, Nurture. Parenting Programmes, etc.	
Experience	
Relevant experience of working with vulnerable families with very young children.	Knowledge and experience in delivering a range of parenting programmes. i.e. Incredible Year, CEDAR.
Experience of working with children, young people & families.	
Knowledge and Skill	
Knowledge and understanding of parent and child relationships.	
Knowledge and understanding of Child Development.	Knowledge and understanding of Additional Support Needs.
Skilled in engaging parents to build trust to enable them to enhance their parenting skills.	
A high level of communication skills.	
Able to work independently and as part of a multi-disciplinary team to promote inter-agency working.	
Postholder will require to work with parents and children in their own homes and within community settings.	
Disposition	
Able to relate well to both adults and children.	