ID: 1925 **LifeSkills - Virtual Worker (two posts available)**

Service: **LifeSkills**

Salary: Grade 2 Point 16–19: £25,221 - £27,780 FTE per annum, pro-rated depending on hours agreed

Additional benefits: home-working allowance of £480 per annum, paid-on a pro rata basis where applicable.

Location: This is a home-based role with some local travel. We welcome applications from candidates based in Northumberland, West Midlands, or Kent/South Downs, with regular travel required within the local area to deliver online sessions and support community engagement.

Hours: 18.5 - 21 hours per week (part time), final hours to be agreed with successful applicant.

We offer flexible working arrangements - please see below for more details.

Contract: Fixed Term until 31 December 2027.

Family Action & the Role's Impact:
At Family Action we support people through change, challenge or crisis. It's what we've done for over 150 years. We protect children, support young people and adults and offer direct, practical help to families and communities.

We see first-hand the power of family to shape lives, for better or worse, so we speak up for the importance of family in national and local policymaking, amplify family voices and represent the changing needs of families in the UK today.

The **LifeSkills Virtual Worker** provides online one-to-one and group support to individuals facing barriers to employment, education, and training, helping them build confidence, wellbeing, life skills, and social connections through a strengths-based approach. The role involves delivering tailored virtual support and connecting people with opportunities that improve their independence and outcomes. As part of the wider LifeSkills team, the postholder will also deliver taster sessions and promotional activities in person at Family Action shops to engage potential participants and encourage access to virtual support.

Main Responsibilities:

- **Deliver virtual support and learning opportunities** through one-to-one and group sessions that help individuals build confidence, wellbeing, life skills, and employability.
- **Assess needs and support progression** by developing tailored support plans, monitoring outcomes, and connecting participants to education, training, employment, and community opportunities.
- **Promote and grow engagement with LifeSkills services** by delivering taster sessions and promotional activities in Family Action shops and other community settings, encouraging individuals to access virtual support.

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Vice Patrons: Christine Davies CBE, Dr Andrew McCulloch, Dame Denise Platt DBE, Katie Vanneck-Smith, Professor Harriet Ward CBE.

Main Requirements (for details check the job description and person specification):

- **Experience of supporting individuals facing barriers to employment, education, or training**, with the ability to motivate people and help them make positive progress towards their goals.
- **Strong communication and relationship-building skills**, including the ability to deliver engaging one-to-one and group support sessions, both virtually and in community settings.
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service – Enhanced DBS Level.

Benefits:

- an annual paid leave entitlement that commences at 25 working days FTE, and after 1st April 2027, rises to 30 working days FTE plus bank pro rata
- up to 6% matched-pension contributions
- enhanced paid sick leave and paid family leave provisions
- eye care and winter flu jabs vouchers
- cycle to work scheme
- investing in your professional development with ongoing quality training and career development opportunities

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect.**

To Apply:

- Click the **'Apply'** link below and fill out our digital application form
- **Closing Date:** 22nd November 2026 at 23:59pm
- **Interview Date:** Scheduled to take place in early December 2026 virtually, with slots throughout the working day - early/late slots available.

For any queries, or if you would like to discuss any aspect of the selection process or the potential for flexible working, please email: Emily.phelps-jones@family-action.org.uk

All appointments with Family Action are subject to satisfactory Safer Recruitment checks.

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process, and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. Intersectionality is important to us, and we welcome applications from ethnically diverse communities, LGBTQIA+ candidates and disabled candidates. We are committed to increasing the representation of these groups at Family Action-because we know that greater diversity will lead to even

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greater results for families and children and we strive for our workforce to be truly representative of the diverse communities we support.

All candidates with a disability are welcome to apply under the Disability Confident Scheme and request priority consideration for an interview, provided they meet the essential criteria for the role.

To help remove financial barriers to working with us, we will reimburse reasonable travel costs if you are invited to attend an interview in person.

*Ordinarily Family Action appoints new starters at the starting point of the salary scale (with subsequent annual pay progression), unless you have experience that would justify appointment further up the salary scale or there are any other exceptional reasons.

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