

Regional Family Support Coordinator

families
outside

voicing the needs
of families affected
by imprisonment

Responsible to:	Family Support Manager
Job Summary:	Families Outside is the only national charity in Scotland that works solely to support the families affected by imprisonment. This post delivers a key function of our work, namely direct support for children and families affected by imprisonment, and training and support to professionals who come into contact with them.
Salary:	29 – 34 of the SJC scale and updated annually subject to appraisal and where funds allow.
Probation:	A probationary period of 6 months will apply.
Holidays:	25 working days per year pro rata, plus 10 Public Holidays increasing to 27 days after 5 years of service.
Pension:	The pension scheme is a Group Stakeholder Pension Scheme. Employees can choose to “opt out” of the scheme, but without doing this means automatic enrolment. Families Outside will contribute 4% to the scheme. Employees choose their own level of contribution. The combined total is required to be at least 7%.

All staff are subject to a criminal records check from Disclosure Scotland. A previous criminal record does not automatically prevent someone from qualifying for this post. Each case will be assessed on its own merits.

Key tasks, duties & responsibilities	
1	Provide one-to-one support to children and families affected by imprisonment. This includes: <ul style="list-style-type: none"> Managing a client caseload and address individual needs, referring to appropriate services (i.e. housing, health, welfare) as required. Supporting families to be involved in relevant case conferences where possible.
2	Ensure access to and maintain/keep up to date a range of information for families to support their needs.
3	Contribute to family and prisoner induction and targeted information sessions in the regional prisons, where possible.
4	Adopt flexible working while maintaining appropriate boundaries in provision of support, advice, and advocacy to service users.
5	Participate in or lead relevant meetings that will establish and develop relationships with appropriate groups and individuals within the region.
6	Promote and encourage the development of family-focused practice within regional criminal justice fora and Community Planning Partnerships (CPPs) - with assistance where necessary from the Chief Executive, Deputy Chief Executive, or Family Support Manager.
7	Deliver training and awareness-raising sessions to relevant professionals and interest groups.
8	Assist in developing publicity contacts for Families Outside with external organisations, and monitor and evaluate regional publicity outlets to ensure sufficient publicity and materials are available.
Key tasks, duties & responsibilities – General	
9	Provide regular feedback to your line manager and/or to the Chief Executive.
10	Assist in statistical monitoring and reporting of outcomes via the Family Support Database as required.
11	Attend relevant and appropriate training courses.
12	Attend and participate in staff meetings and in Families Outside events as required.
14	Seek support and help from your line manager when appropriate and necessary. Regular supervision will be given, and the opportunity to debrief at other times will be paramount.

All staff are expected to undertake any other reasonable duties as required. Additional duties will be to cover unforeseen circumstances/changes in work and will usually be compatible with regular type of work. If an additional task or responsibility becomes a regular/frequent part of the job, it will be included in the job description in consultation with the post holder.

Person Specification - Selection Criteria		Essential	Desirable
EDUCATION	Relevant qualification, e.g. health or social care		*
PREVIOUS EXPERIENCE	Experience of community work and case management	*	
	Experience of working with disadvantaged or vulnerable groups	*	
	Experience of developing supportive relationships using a strengths-based approach	*	
SKILLS AND ABILITY	Good negotiation, communication and interpersonal skills	*	
	Some knowledge of the criminal justice system	*	
	Ability to relate sensitively to the needs of prisoners' families	*	
	Ability to work with a wide variety of people at all levels	*	
	Ability to access support from external agencies	*	
	Ability and willingness to work independently and as part of a team	*	
	Ability to prioritise/manage work load in a pressurised environment	*	
	Computer literate	*	
	Current driving licence and access to car	*	
PERSONAL QUALITIES	Adaptable	*	
	Honest, punctual, reliable and trustworthy	*	
	Calm attitude	*	
	Non-judgemental	*	
	Able to maintain confidentiality	*	
	Willing to undertake relevant training	*	
	Willing and able to travel	*	