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| **Regional Family Support Coordinator** |

**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 theSJC 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.**

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| **Key tasks, duties & responsibilities** | |
| 1 | Provide one-to-one support to children and families affected by imprisonment. This includes:   * 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.**

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| **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 | **\*** |  |
| Experience of working with children and young people |  | **\*** |
| 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 | **\*** |  |

April 2019