

## Job Description

### Family Outreach Worker

### Early Intervention Partnership

### Mediation and Support

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives by beginning with their story, helping them believe that they can change their lives, and walking with them as they lead their own transformation.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality by our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

**Compassion:** We believe that everyone should have the chance to change, no matter how long that might take.

**Respect:** We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

**Integrity:** We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

**Innovation:** We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

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## 1 General

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Cyrenians, in partnership with Rock Trust, will be delivering an exciting new Early Intervention Partnership (EIP) project thanks to funding from The National Lottery Community Fund. The project will raise awareness and help prevent youth homelessness, through mediation, training and support to young people, their families and relevant organisations and services across Edinburgh.

Working with guidance teachers, youth workers and other professionals in Edinburgh's public and third sector, the EIP will aim to ensure young people aged 12-25 are aware of the realities of youth homelessness and of the services available to them. It will support professionals in schools and the third sector to identify young people at most risk of becoming homeless, and ensure they get help before it's too late.

When there is a risk of a young person becoming homeless due to relationship breakdown Cyrenians' Mediators and Family Outreach Workers will provide a tailored service for each family, our aim is to find a way forward together that works for everyone.

The role of the Family Outreach Worker is to work in partnership with our Mediators, playing a key-role in supporting families to access mediation as well as providing other

important elements of support. This will differ depending on each family's needs but may include one-to-one practical support around education and work, increasing young people's confidence in communicating their needs to others, community engagement, developing anger management skills and understanding how relationships work.

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## **2 Tasks and Responsibilities**

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**Offer person-centred support to young people and their families who are experiencing conflict and relationship breakdown.**

*You will work mainly on the Early Intervention Partnership but there may be requirement to work across other Mediation and Support projects if required.*

- Identify support needs for the clients through referral process and initial meetings
- Provide 1:1 sessions, signposting and support for the mediation process
- Review support needs on a monthly basis with clients to ensure that the support is tailored to their needs
- Liaise with the mediator to ensure that young people/their families are adequately prepared for their mediation meetings and that they are all fully supported before, during and after their mediation meetings.

### **Reporting, Monitoring and Evaluation**

- Monitor clients, case load and outcomes in line with Mediation and Support KPI's and service plans
- Ensure all client paperwork is completed and passed to admin in accordance with guidelines, to ensure that all information for reporting is accurate.
- Update Outcome Star/Family Star on a monthly basis, to include any new clients and update support plans.
- Participate in a 6-weekly review of the service plan project tasks in Support and Supervision sessions to inform and monitor project activities.

### **Raise awareness of the Mediation and Support Service across schools and social work teams and other relevant agencies across the City of Edinburgh**

- Using the evidence gained through monitoring and evaluation to demonstrate the difference we are making to interested stakeholders
- Write reports and case studies as required by the Service Manager
- Participate and assist with a range of promotional events, learning seminars and conferences as per the requirements of the service.

### **Other Duties**

- To carry out all duties in accordance with Cyrenians' policies and procedures, vision and values.
- Engagement in the Charity's performance review system and planning process to continuously improve professional and personal development
- To undertake any other duties that may reasonably be expected to fulfill the role

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### 3 Person Specification

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#### Knowledge and experience

Experience of working with families and young people, particularly those who have multiple and complex needs and experience insecure attachments in relationships as a result of trauma in their early years.	Essential
Good understanding of the causes and consequences of the impact of homelessness.	Essential
Experience of maintaining monitoring and evaluation systems	Desirable

#### Training and Qualifications

Relevant qualification/relevant experience in conflict resolution; anger management; key work model; family support; mediation.	Essential
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#### Values and attributes

Conscientious and hard working	Essential
Committed to learning and developing new knowledge and skills	Essential
Positive thinker and creative problem solver	Essential
Able to respond quickly to emerging situations	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Able to cope with stress and be supportive of colleagues	Essential
Interest in and commitment to vulnerable young people and their families	Essential
Ability to work autonomously within Charity's systems and ethos	Essential

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### 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians' Board of Trustees (via Cyrenians' Chief Executive Officer)
<u>Line Manager:</u>	Mediation and Support Services Manager
<u>Liaison with:</u>	Family Outreach Worker
<u>Workplace:</u>	Norton Park, Edinburgh EH7 5QY
<u>Working Hours:</u>	30 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	SCP 20-24 £21,214 -£23,721 - Pro-Rata
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Duration:</u>	Fixed term contract from 1 <sup>st</sup> October 2019 until 31 <sup>st</sup> September 2022
<u>Disclosure:</u>	PVG membership required

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## **5 Application Deadline and Interview Dates**

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Closing date: 26th August - 9am

Interview date: 30<sup>th</sup> August

Second stage: 4<sup>th</sup> September

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.