



Title:	Family Advice Specialist
Responsible to:	Head of Direct Help and Support
Salary:	£23,500 - £25,500 depending on skills and experience
Location:	Edinburgh office-based
Status:	Full-time (35 hours)

This is a key role for our organisation as our Family Advice Specialists work directly with families, and support and empower them to achieve positive outcomes for their child or young person with a learning difficulty. The service may also be provided to young adults up to the age of 25.

The salary is £23,500 - £25,500 depending on skills and experience. We offer 25 days annual leave, plus 8 days public holidays. The charity operates a contributory pension scheme to which the employer contribution is currently 5%. There is a mileage allowance for own car use. We have a confidential conversations service in place for all staff, which is currently provided by Crossreach. Out of hours work is covered by a TOIL policy and the charity is currently trialling a flexi-time policy.

PVG registration is required for this role and the successful applicant will be expected to comply with the Salvesen Mindroom Centre's policies and practice, including confidentiality and data protection.

All new employees will be required to successfully complete a 6-month probationary period.

The Salvesen Mindroom Centre is going through an exciting period of change, and we are building on our knowledge and expertise as we move towards achieving our goal of becoming a world-leading centre for learning difficulties. We are an independent charity with a big vision – a world where 'no mind is left behind' and every person with a learning difficulty receives the recognition and the support they need to achieve their potential.

Within the organisation, everyone is expected to support each other in a positive way. Efficient and effective working depends on good administrative practices, clear communication and a commitment to supportive team working. All staff and volunteers help shape the charity's policy and practice, and provide valuable input for new initiatives. We have an active Board of Trustees to assist our work.

Job Purpose

We operate a staged approach to enquiries. Our Family Advice Specialists provide information and advice at stages 1 & 2 via email and telephone communication. Our Family Outreach Specialists work with those families requiring more intensive and personalised support who are moved on to stage 3 level of engagement.

The main purpose of this role is to support the parent/carers of children and young people living with learning difficulties by providing information, advice and 1:1 support. The service may also be provided to young adults up to the age of 25. The role involves telephone and email communication and may include contacting professionals on behalf of families. This post may occasionally require weekend and/or evening work and very occasionally working elsewhere.

Duties

- Working closely with the Direct Help and Support (DHS) Team Leader and team members to ensure that we respond appropriately to enquiries by assessing extent and priority of need, providing advice and information, offering emotional and/or practical support, and identifying

appropriate next stage referral. This will involve the provision of 1:1 support with a personal caseload. This may include making contact with statutory and other relevant organisations.

- Maintain casework records in accordance with best practice and to ensure confidentiality is absolute
- Maintain work standards by participating in Continuous Personal Development.
- As part of the Salvesen Mindroom Centre team, help respond to consultations that may influence statutory organisations as they formulate policy and practice.
- Support our Fundraiser in collating information for submission of funding applications.
- With other team members, collaborate with partner agencies and charities to explore partnership working and minimise duplication of effort.
- Maintain confidentiality and good practice in accordance with the Salvesen Mindroom Centre’s policies.
- Other appropriate duties as required.
- The post holder will need the flexibility required to be part of a developing team.

Person Specification

		Essential	Desired
Qualifications	<ul style="list-style-type: none"> • Further qualifications, degree or similar, or relevant working experience 	✓	
Experience	<ul style="list-style-type: none"> • Experience of working within health, education or social care • Experience of providing support for parents and carers • Experience of collaborative working • Experience of working with confidential personal data • Counselling skills/experience 	✓ ✓ ✓ ✓	✓
Knowledge	<ul style="list-style-type: none"> • A good understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence) • An understanding of conditions which may give rise to learning difficulties and how they affect people’s lives • An understanding of how Scottish Government, Education and Health and Social care work • An understanding of how the third sector works • Knowledge of multi-agency and inter-agency working 	✓ ✓ ✓ ✓ ✓	
Skills	<ul style="list-style-type: none"> • Excellent organisational skills and ability to manage time • Excellent communication, presentation and interpersonal skills 	✓ ✓	

	<ul style="list-style-type: none"> • Ability to build effective relationships with colleagues, external stakeholders from health, education and partners • Strong IT and office-based skills • Familiarity with the use of databases 	<p>✓</p> <p>✓</p> <p>✓</p>	
Personal attributes and values	<ul style="list-style-type: none"> • Ability to be flexible, with a 'can do' attitude • Ability to work as part of an effective team, and on own initiative • Ability to show empathy and understanding • Ability to remain focussed/calm under pressure/cope with stress 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Other	<ul style="list-style-type: none"> • Clean driving licence and use of a roadworthy vehicle • A satisfactory PVG check (post offer of employment) – ongoing PVG eligibility is a requirement for the role 	<p>✓</p>	<p>✓</p>