

Head of Family Support

Job Description



- Responsible to:** Chief Executive
- Job Summary:** Families Outside is the only national charity in Scotland that works solely to support the families affected by imprisonment. This senior management post leads the strategic development and implementation of the work of Families Outside’s full Family Support Team, linking the work of the Regional Managers and Regional Family Support Coordinators, Helpline, and Group Work & Peer Support to improve outcomes for children and families throughout Scotland who are affected by imprisonment.
- Salary:** Families Outside points 46-49 and updated annually subject to appraisal and where funds allow.
- Hours:** 35 hours per week, worked flexibly.
- Location:** This post will be based at the Families Outside head office in Edinburgh but with scope for home working and a significant amount of time in the field representing Families Outside at meetings and supporting Family Support Team managers.
- Probation:** A probationary period of 6 months will apply.
- Holidays:** 25 working days per year, plus 10 Public Holidays increasing to 27 days after five years of service (all pro rata.)
- 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%.

Key accountabilities	Tasks
Ensure that families affected by imprisonment can readily access appropriate information and support at the time they need it.	<p>With the Chief Executive, ensure that Families Outside is a key contributor to local and national policy and as the lead national voice on issues relating to families affected by imprisonment.</p> <p>Lead the development and delivery of Families Outside’s direct family support, ensuring that this is evidenced-based and comprehensive, including particular attention to groups with specific support needs such as children and young people.</p> <p>With input from the Family Support Team, liaise with external organisations to develop and deliver support for families tailored to a wide range of community justice settings in Scotland.</p> <p>Work alongside the Head of Resource & Development to ensure that all Child Protection and Protection of Adults at Risk of Harm is managed in accordance with internal and statutory protocols.</p>
Provide leadership and effective day to day management of the Family Support Team	<p>Line manage and support the Family Support team managers in accordance with Families Outside practice guidance, feeding back to the Chief Executive on staff and management issues.</p> <p>Assist the Head of Resource & Development to maintain and deliver a comprehensive induction programme for new Family Support Team managers.</p>

<p>Provide leadership and effective day to day management of the Family Support Team <i>(continued)</i></p>	<p>In conjunction with HR, develop and implement a supervision model for the Family Support team to reflect a model of shared supervisory and managerial responsibility and reflective peer support to encourage a supervisory system to provide professional challenge and ensure professional practice.</p> <p>Work within Families Outside’s management and supervision policies in order to provide effective support and performance guidance to the Family Support team managers, ensuring they and their teams work consistently and collaboratively throughout Scotland to support children and families.</p> <p>Work alongside HR and Regional Managers to assess, review, and plan the CPD needs of the Family Support team.</p> <p>Lead the Family Support Development Lead meetings, linking closely with other Strategic Managers to raise any concerns or issues with Families Outside strategy and operations.</p> <p>Develop, implement, and partake in an on-call rota to ensure the wellbeing and safe conduct of Family Support staff.</p>
<p>Ensure effective communications</p>	<p>Report on the work of the Family Support team for strategic discussions, senior management meetings, and funders, including reporting of statistical trends and case studies, ensuring the tools for data collection and evaluation are fit for purpose.</p> <p>Hold regular staff development sessions and annual appraisal meetings, and feed back to the Chief Executive on any relevant strategic or operational issues.</p> <p>Assist the Head of External Engagement to develop appropriate and relevant information for families and professionals in partnership with others and informed by families’ needs and views.</p>
<p>Represent Families Outside</p>	<p>Lead or contribute to groups, networks, policy consultations, meetings, and events which further the strategic aims of the organisation in relation to direct support to families, including deputising for the Chief Executive for such groups as appropriate in the CEO’s absence.</p> <p>Deputise for the Chief Executive as required to deliver presentations, media interviews, evidence to Parliamentary Committees, etc. as required in the Chief Executive’s absence.</p>
<p>Adhere to Families Outside organisational policies and to work within the aims and objectives of the charity</p>	<p>Lead and participate in staff meetings, including Whole Team Meetings, and in Families Outside events as required.</p> <p>Bring to the attention of the Chief Executive any situation that may compromise the organisation’s position.</p> <p>Actively engage in internal and external communications.</p> <p>Attend relevant and appropriate training courses.</p> <p>Adhere to and maintain professional boundaries at all times by following Families Outside’s organisational policies, working within the aims and objectives of the charity.</p>

All staff should use the opportunity to seek support and help from the line manager when appropriate and necessary. Regular development sessions 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 and appropriate to the role. Additional duties will be to cover unforeseen circumstances or changes in work and will usually be compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

This post may be subject to a Disclosure check carried out through Volunteer Scotland. A previous criminal record does not automatically prevent someone from qualifying for this post: each case will be assessed on its own merits.

Person Specification - Selection Criteria	Essential	Desirable
Education		
Educated to degree level (Relevant Degree, Social Work Diploma or Equivalent)	*	
Previous Experience		
Experience of working with disadvantaged or vulnerable groups.	*	
Evidence of strong partnership working experience both within the statutory and Third Sectors.	*	
Operational experience of delivering and managing a family support service.		*
Significant experience in managing staff, students, and volunteers.	*	
Experience of co-production in the design and delivery of services.		*
Knowledge and experience of working with children and young people adopting a children's rights-led approach.	*	
Some knowledge and experience of the criminal justice system.	*	
Skills and Ability		
Ability to understand and empathise with the needs of families affected by imprisonment.	*	
Experience of or ability to deliver presentations to diverse groups.	*	
Excellent listening, verbal, and written skills with ability to adapt communication style, as well as the ability to write reports, to suit different audiences.	*	
Skills in information gathering, analysis and interpretation.	*	
Significant experience of monitoring and evaluation.	*	
Knowledge and experience of development work and experience of working through collaborative models.	*	
Highly developed communication skills, including accurate spelling and grammar.	*	
Experience in setting and maintaining professional boundaries.	*	
Ability to access support from external agencies.	*	
Ability to work independently and as part of a team.	*	
Ability to organise/prioritise/manage work load in a pressurised environment.	*	
Computer literate with experience in the use of IT communication, web, and email management, and word processing packages.	*	
Fully conversant with the latest Child Protection and Vulnerable Adult frameworks for working with children and families.	*	
Valid driving licence and access to a car for work purposes.	*	
Personal Qualities		
Understand and demonstrate commitment to the aims and values of Families Outside, in particular to the principles of equal opportunity and diversity.	*	
Willing to work flexibly and professionally to meet the needs of the organisation.	*	
Able to work under pressure and think innovatively about how best to use limited resources to come up with new ways to support children, young people, and families.	*	
Self-aware, regularly reflecting on your work and its impact on your target audiences.	*	
Non-judgemental, approachable, and reliable, with a calm attitude and able to maintain confidentiality and personal boundaries.	*	
Willing to undertake relevant training and commitment to personal development.	*	
Open to learning from others and willing to share knowledge as appropriate.	*	