

Regional Manager

Job Description



- Responsible to:** Head of Family Support
- Job Summary:** Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. The purpose of the role is to manage the provision of a professional service to families and professionals affected by imprisonment, directly line managing and overseeing the work of the family support staff.
- Salary:** Families Outside points 34-37 and updated annually subject to appraisal and where funds allow.
- Hours:** This is a multiple-post job description, and as such, hours for this role vary. These are detailed in individual Terms & Conditions.
- Location:** Locations for this role vary and are detailed in individual Terms & Conditions.
- 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 |
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| Provide leadership and guidance to the Families Outside Family Support team. | <p>Provide direct line management responsibility for a Regional Family Support Team</p> <p>Provide first line management for any child or adult wellbeing or protection concerns, ensuring next steps are followed in line with organisational local and national policies and procedures.</p> <p>Manage Family Support staff to develop best practice in line with organisational values and operational plans.</p> <p>Ensure best performance of individuals and teams by motivating and developing them to achieve high performance and good conduct.</p> <p>Ensure team and individual targets are met in accordance with contracts or agreements with funders or other stakeholders.</p> <p>Provide regular reporting on performance and practice of Family Support staff to the Head of Family Support and Senior Management Team (SMT).</p> <p>Manage referrals and requests for family support from families, professionals, and from the Support & Information Helpline in line with guidance and procedures.</p> <p>Ensure referrals and requests for support are appropriately screened and allocated to staff and students according to need and in line with team capacity and resources.</p> <p>Working closely with the Practice Learning Coordinator, act as a Workplace Supervisor to support and supervise students involved in the region.</p> <p>With the assistance of HR, provide guidance for the recruitment of new staff, with overall responsibility for induction of any new staff member to the regional team.</p> |

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| <p>Provide leadership and guidance to the Families Outside Family Support team. <i>(continued)</i></p> | <p>Provide clear guidance, instruction, advice, and coaching to ensure family support staff are undertaking their role in line with organisational values, standards, and expectations.</p> <p>With the assistance of the Resource & Development team, ensure that family support staff are well-prepared for their role in terms of training and development needs.</p> <p>Support Regional Family Support Coordinators to develop and maintain effective case management processes including assessing need, planning interventions, and reviewing and closing cases.</p> <p>Identify and pursue local and other relevant sources of funding, with support from the Resource & Development team where required.</p> <p>Monitor and authorise claims for expenses.</p> <p>Work within Families Outside’s management and supervision policies to provide effective ongoing support and performance guidance to the Family Support Team.</p> <p>Hold regular staff development sessions and annual appraisal meetings, and feed back to your Line Manager on any relevant staff or management issues.</p> |
| <p>Represent Families Outside</p> | <p>Liaise with key stakeholders and funders to plan, report, and monitor or develop the work of Families Outside.</p> <p>Liaise with key local and community partners such as Community Planning Partnerships, Third Sector Interface meetings, or Local Authority partners.</p> <p>Ensure any staff absence (through illness, annual leave, TOIL accrued, or special leave) is covered.</p> <p>Promote and represent Families Outside at relevant fora, external events, and meetings, as agreed with your Line Manager.</p> <p>Attend and represent Families Outside on internal and external groups in order to support families, raise awareness, and develop policy and practice.</p> |
| <p>Ensure effective communications</p> | <p>Ensure consistent communication with Line Manager and other members of the Senior Management Team to update on all issues relating to the work and performance of the regional team.</p> <p>Manage and chair regular team meetings for the regional family support teams.</p> |
| <p>Influence Policy and Practice</p> | <p>Work with the Chief Executive, the Families Outside Senior Management Team, and any other relevant bodies to identify priority areas for policy change.</p> <p>With the support of the Press & Policy Officer, ensure family support staff are fully briefed on the current policy priorities for Families Outside.</p> |
| <p>Represent Families Outside</p> | <p>Promote and represent Families Outside at relevant fora, external events, and meetings, as agreed with the Head of Family Support, and attend and represent Families Outside on internal/external groups, to influence and support service innovation and development.</p> |
| <p>Adhere to Families Outside organisational policies and to work within the aims and objectives of the charity</p> | <p>Attend and participate in staff meetings, including Whole Team Meetings and in Families Outside events as required.</p> <p>Assist in statistical monitoring and reporting of outcomes as required.</p> <p>Attend relevant and appropriate training courses.</p> <p>Adhere to and maintain professional boundaries at all times.</p> |

All staff should use the opportunity to seek support and help from their 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 |
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| Previous Experience | | |
| Experience of working as a family support coordinator with Families Outside | | * |
| Experience of working with disadvantaged or vulnerable groups. | * | |
| Experience of managing staff and providing supervision. | * | |
| Experience of working with partner agencies. | * | |
| Some knowledge of the criminal justice system. | | |
| Skills and Ability | | |
| Good negotiation, communication, and interpersonal skills. | * | |
| Ability to understand and empathise with the needs of families affected by imprisonment. | * | |
| Skills in information gathering, analysis, and interpretation. | * | |
| Excellent communication skills, written and oral, including accurate spelling and grammar and the ability to present with confidence. | * | |
| Strong leadership skills, including performance management, training, and team development. | * | |
| Experience in setting and maintaining professional boundaries. | * | |
| Ability to work independently and as part of a team. | * | |
| The ability to deal with work pressures, exercise sound judgement, manage time effectively, meet deadlines, to organise and set priorities for your own work and for the work of others. | * | |
| Excellent computer literacy. | * | |
| 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. | * | |
| Willing to work flexibly and professionally to meet the needs of the organisation. | * | |
| Willingness and ability to work occasional unsocial hours and to travel across Scotland to participate actively in relevant meetings and events. | * | |
| 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, 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. | * | |