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| Title: | Family Outreach Specialist |
| Responsible to: | Head of Outreach |
| Salary: | £24,344 - £28,700 (pro rata) depending on skills and experience |
| Location: | Home based (office work from our Edinburgh base is under ongoing review) with planned travel mainly in Central Belt as appropriate |
| Status: | Part time (21 hours). Flexible working can be offered |
| Supervisory responsibilities: | None |

SUPPORT, INFORM, EMPOWER

Three key words that sum up the Salvesen Mindroom Centre.

This is a key role for the organisation, adding a specialist into the team with excellent skills in supporting parents and carers of neurodivergent children and young people. Knowledge of learning difficulties and neurodiversity is essential, as are excellent communication skills.

We have a close partnership with a team of researchers in the Salvesen Mindroom Research Centre at the University of Edinburgh: ensuring that research translates into practical resources is at the heart of our mission.

Salvesen Mindroom Centre is going through an exciting period of change and growth as we move towards achieving our goal of becoming an internationally recognised centre of excellence in neurodiversity. We aim to help create a world in which no mind is left behind.

Within the organisation, everyone is expected to support each other in a positive way, through a commitment to supportive team working. All staff and volunteers help shape the charity's policy and practice and our team is encouraged to use their creativity and personal skills to help us to develop and grow. We have an active Board of Trustees to assist our work.

The salary is in the range £24,344 - £28,700 (pro rata) depending on skills and experience. We offer 27 days annual leave, plus 8 days public holidays (pro rata). 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, currently provided by Crossreach. We offer flexible working, and TOIL is available when required.

PVG registration is required for this role and the successful applicant will be expected to comply with 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.

Job Purpose:

The main purpose of this role is to support the parent/carers of children and young people who are neurodivergent and who may have learning difficulties by providing information, advice and 1:1 support. Support may also be provided to young adults up to the age of 25. We operate a staged approach to enquiries. We have a small team of Family Advice Specialists who provide information and advice via email and telephone communication. In this role as a Family Outreach Specialist, you will work with those families requiring more intensive and personalised support and direct engagement.

The role involves telephone and email communication but importantly it also involves working directly with the families and often supporting them in meetings with professionals from Education, Health, Social Work, Justice and Third Sector, which will include virtual meetings where appropriate.

The charity is based in Edinburgh but the Direct Help and Support (DHS) service in which this role sits, covers the whole of Scotland. The post traditionally involves planned travel mainly in the Central Belt but occasionally elsewhere in Scotland and very occasionally requires weekend and/or evening working. How we support and meet with parents, carers and professionals has changed during the global pandemic. We are equipped to provide our service from home, and to interact with families and professionals remotely as well as physical meetings when face to face meetings take place. This will be kept under review, and we operate within government guidelines. You should be willing to work from home initially, but also be willing to undertake travel and face to face support work when this resumes.

Main duties and responsibilities:

- Working closely with the Direct Help and Support (DHS) Team Leader and team members, ensure that we respond appropriately to enquiries by assessing extent and priority of need, providing advice and information, and offering emotional and/or practical support. This will involve the provision of 1:1 support with a personal caseload and will include attendance at meetings and liaising with statutory and other relevant organisations (virtually and in person where deemed safe and appropriate).
- 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 wider 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.
- Work closely with the Head of Outreach and members of the DHS team to produce evidence-based resources appropriate to our audiences. Previous resources have included “Back to School Toolkit” and “Future Me, digital workbook”
- 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 working with children and young people with additional support needs • Experience of collaborative working • Experience of working with confidential personal data • Counselling skills/experience • Experience of producing evidence-based resources | ✓ ✓ ✓ ✓ | ✓ ✓ |
| 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 neurodiversity and 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 | ✓ ✓ | |

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| | <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 and able to adapt to a changing working environment • 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"> • Valid driving licence and use of a roadworthy vehicle – this will remain an essential requirement to ongoing employment in this role. • A satisfactory PVG check (post offer of employment) – ongoing PVG eligibility is a requirement for the role | <p>✓</p> <p>✓</p> | |