

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, and Group Work & Peer Support to improve outcomes for children and families throughout Scotland who are affected by imprisonment.
- Salary:** SJC scale 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 a Families Outside office in Scotland 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 pro rata, plus 10 Public Holidays increasing to 27 days after five years of service.
- 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	Time division
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 Resources to ensure that all Child Protection and Protection of Adults at Risk of Harm is managed in accordance with internal and statutory protocols.</p>	

<p>Provide leadership and effective day to day management of the Family Support Team</p>	<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 HR to maintain and deliver a comprehensive induction programme for new Family Support Team managers.</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 Child Protection Development needs of the Family Support team.</p> <p>Lead the Family Support team managers’ 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, 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>General tasks and responsibilities</p>	<p>Adhere to and maintain professional boundaries at all times by following Families Outside organisational policies, working within the aims and objectives of the charity.</p> <p>Lead or participate in staff meetings and in Families Outside events as required.</p> <p>Actively engage in internal and external communications.</p> <p>Attend relevant and appropriate training courses.</p>	
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All staff are expected to undertake any other reasonable duties as required and appropriate to the role. All staff should seek support 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.

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		
Relevant qualification, e.g. social work or community education		*
Previous Experience		
Experience of working with disadvantaged or vulnerable groups	*	
Experience of working with partner agencies	*	
Significant experience in management of paid or unpaid staff	*	
Some knowledge of the criminal justice system	*	
Skills and Abilities		
Ability to understand and empathise with the needs of families affected by imprisonment	*	
Experience of or ability to deliver training 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	*	
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 frameworks for working with children and families	*	
Valid driving licence and access to a car for work purposes	*	
Personal Qualities		
Approachable	*	
Adaptable	*	
Honest, punctual, reliable, and trustworthy	*	
Calm attitude	*	
Non-judgemental	*	
Able to maintain confidentiality	*	
Willing to undertake relevant training	*	