

Job Description

Family Outreach Worker (full or part time)

Mediation and Support projects including Keeping Families Together with Cashback for Communities

2 positions are available: Full time (37 hours/week) or Part time (14 hours/week)

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians Mediation & Support Services help young people and families to manage disagreements confidently and respectfully. We are a well-established mediation and support service with many years of experience and have helped thousands of families work through normal everyday disagreements.

Mediators and Family Outreach Workers provide a service to fit each family, with the aim of finding a way forward together that works for everyone. Building strong relationships makes it easier to sort out difficulties and is an

important part of feeling safe and happier at home. Within this post you will work across all services, although you will predominately be based within our new **Keeping Families Together** project.

Keeping Families Together is an exciting on-going project with the specific purpose of supporting young people in secure accommodation across Scotland who are at greatest risk of spiralling further into the criminal justice system. We will provide intergenerational support for whole families to build positive supportive relationships. This will require a blended approach of digital engagement (due to the Covid-19 situation) and travel to secure units nationally where guidance currently allows. Three years funding has been awarded by Cashback for Communities.

Building on our award-winning 'Amber' model of Mediation and Support we will support young people in secure accommodation at two points; at the point of admission, and those who are in the process of returning home.

Research shows that young people living in secure care have greater support and wellbeing needs than those of the wider 'looked after' population. The project aims to fill this gap by delivering a skilled, integrated and intergenerational service which focuses on reducing conflict and promoting positive interactions within families. This aim will be achieved through three main interventions:

- Conflict resolution workshops
- Practical support
- Family mediation

Keeping Families Together is closely aligned with Scotland's National Performance Framework enabling people to work on their relationships, and on issues such as the impact of early trauma and adverse childhood experiences, which can all contribute to tensions in the family. Our approach directly addresses disadvantages faced by care-affected young people, builds resilience, increases self-confidence and assists positive transition into adulthood.

Keeping Families Together works towards the following aims:

- Promotion of positive family relationships
- Reduction in family conflict
- Promotion of positive communication
- Build resilience and strengthen families
- Reduced police intervention for young people

Over the course of the project we intend to work with over 380 people including young people and their families.

The role of the Family Outreach Worker is to work in partnership with Cyrenians' Mediators and Scotland's secure units, playing a key-role in supporting young people and their families to access mediation, as well as

providing other important elements of support. This will differ depending on each family's needs but may include one-to-one practical support around education and work, increasing young people's confidence in communicating their needs to others, community engagement, developing anger management skills and understanding how relationships work.

2 Tasks and Responsibilities

Offer person-centred support to young people and their families who are experiencing relationship breakdown.

You will work across Cyrenians Mediation and Support projects, including the Keeping Families Together project. Due to the pandemic, we are currently operating a flexible blended approach to working including work from home and in our main office. National travel to secure units will also be a significant part of the role assuming guidelines allow.

- Identify support needs for the clients through our Mediation and Support referral process and initial meetings
- Provide 1:1 sessions, for young people, parents, carers and siblings signposting, and support for the mediation process
- Review support needs with clients on a monthly basis, to ensure that the support is tailored to their needs
- Liaise with the Mediator to ensure that young people and their families are adequately prepared for their mediation meetings and that they are all fully supported before, during and after mediation
- Regular liaison with secure care units, other partners and Keeping Families Together stakeholders as required

Reporting, Monitoring and Evaluation

- Monitor clients, case load and outcomes in line with project KPI's and service plans
- Ensure all client paperwork is completed and passed to admin in accordance with guidelines, to ensure that all information for reporting is accurate.
- Update Outcome Star/Family Star on a monthly basis, to include any new clients and update support plans.
- Participate in a 6-weekly review of the service plan project tasks in Support and Supervision sessions to inform and monitor project activities.

Raise awareness of the Mediation and Support services, including Keeping Families Together

- Market the service across relevant agencies (statutory, voluntary and young people's)
- Use evidence gained through monitoring and evaluation to demonstrate the difference we are making

- Write reports and case studies as required by the Service Manager
- Participate and assist with a range of promotional events, learning seminars and conferences as per the requirements of the service.

Other Duties

- To carry out all duties in accordance with Cyrenians' policies and procedures, vision and values.
- Engagement in the Charity's performance review system and planning process to continuously improve professional and personal development
- To undertake any other duties that may reasonably be expected to fulfill the role

3 Personal Specification

Knowledge and experience

Experience of working with families and young people, particularly those who have multiple and complex needs.	Essential
Good understanding of the issues affecting young people and their families	Essential
Knowledge of Scotland's criminal justice system as it pertains to young people	Essential
Understanding of the role of mediation and family support	Essential
Experience of maintaining monitoring and evaluation systems	Desirable
Knowledge of young people' organisations in Scotland	Desirable

Training and Qualifications

Relevant qualification/relevant experience in conflict resolution; anger management; key work model; family support; mediation.	Essential
Clean driving licence and access to car	Essential

Values and attributes

Conscientious and hard working	Essential
Committed to learning and developing new knowledge and skills	Essential
Positive thinker and creative problem solver	Essential
Able to respond quickly to emerging situations	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Able to cope with stress and be supportive of colleagues	Essential
Interest in and commitment to vulnerable young people and their families	Essential
Ability to work autonomously within Charity's systems and ethos	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians' Board of Trustees (via Cyrenians' Chief Executive Officer)
<u>Line Manager:</u>	Mediation and Support Services Manager
<u>Liaison with:</u>	Mediators
<u>Workplace:</u>	Cyrenians head office in Edinburgh
<u>Working Hours:</u>	Full time: 37 hours/week Part time: 14 hours/week
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£21,963 - £24,559 per annum (scale points 20 to 24) For part time, this equates to £11,871 per annum for a 14 hour week on scale point 20.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Duration:</u>	Fixed term contract until 31 st March 2023
<u>Disclosure:</u>	PVG membership required

5 Application Deadline and Interview Dates

<u>Closing date:</u>	5pm on Thursday 9 th December
<u>Interview date:</u>	Thursday 17 th or Friday the 18 th December
<u>Second stage:</u>	Monday 20 th December

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.