

Family Support Worker (Edinburgh)

Job Description



Responsible to: Regional Manager (East)

Job Summary: Working in partnership with the Barnado's team at Edinburgh Prison Visitors' Centre, the postholder will work to improve the mental health and wellbeing of children and young people and their families in Edinburgh. This will include addressing the social and family adversities that children and young people who have a family member in prison face to ensure they are safe, healthy, included, and achieving at home, school, and in the community.

Salary: Families Outside points 24-28 and updated annually subject to appraisal and where funds allow.

Hours: 35 hours per week

Location: Families Outside Head Office base at 17 Gayfield Square, Edinburgh. However, much work will also be expected to take place in a range of settings such as the family home, in the community, and at the Prison Visitor's Centre at HMP Edinburgh as required.

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
Provide one-to-one, tailored support to families affected by imprisonment	<p>Work with children, young people, and parents/carers, building on their strengths, assets, and interests to build capacity and resilience.</p> <p>Support the needs of children and young people using GIRFEC-based assessment tools and resources.</p> <p>Support group work and drop-in supports to children, young people, and families in a range of community settings</p> <p>Utilise child- and family-centred planning tools and a range of trauma-informed practice approaches with children, young people, and families</p> <p>Work independently and collaboratively with team members to provide practical, social, and emotional support to children, young people, and families when needed.</p> <p>Support the delivery of advice, support, and information are delivered to families, and the professionals who work with them, through a number of channels including via face-to-face and digital means.</p> <p>Support an individual caseload and address individual and family needs, referring to appropriate local services (i.e. housing, health, welfare) as required.</p> <p>Support families to be involved in relevant case conferences and decision-making fora where possible.</p>

	<p>Work within local and national Children & Young Person's policy, practice, and associated guidance to support children and young people and their families who have a parent or close relative in prison.</p> <p>Ensure access to and maintain/keep up to date a range of information for families to support their needs.</p> <p>Record data (including case studies and regular feedback) accurately and timeously on the Family Support database.</p>
Represent Families Outside	<p>Attend relevant events and meetings, as agreed with your Line Manager, in order to support families, raise awareness, and develop policy and practice.</p> <p>Work with key partners agencies to support the screening of referrals.</p>
Ensure effective communications within Families Outside	<p>Work with others to gather feedback from families where possible about the value of family support in local regions and how this can further develop and improve if necessary.</p> <p>Bring to the attention of your line manager, or in their absence, the Head of Family Support or the Chief Executive, any situation that may compromise the organisation's position.</p> <p>Actively engage in internal and external communication.</p> <p>Build links with local agencies and stakeholders.</p>
Adhere to Families Outside organisational policies and to work within the aims and objectives of the charity	<p>Attend and participate in staff meetings, including Whole Team Meetings and in Families Outside events as required.</p> <p>Work with all members of the Family Support Team to develop and deliver against Families Outside's Strategic Aims and Operational Plan, and contribute to the evaluation and reporting on progress in meeting these core aims.</p> <p>Attend relevant and appropriate training courses.</p> <p>Adhere to and maintain professional boundaries at all times.</p> <p>Ensure all work is carried out in adherence to both local and national Child and Adult Protection processes and procedures.</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
Previous Experience		
Experience of providing support to vulnerable groups	*	
Experience of providing information, advice, and support	*	
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	*	
Excellent communication skills, written and oral, including accurate spelling and grammar and the ability to present with confidence	*	
Ability to work independently and as part of a team	*	
Ability to demonstrate knowledge of person-centred practice, human development and learning	*	
The ability to deal with work pressures, exercise sound judgement, manage time effectively, meet deadlines, and to organise and set priorities for your own work.	*	
Excellent computer literacy including proficiency using a range of digital platforms and tools	*	
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	*	
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	*	