

Job Description

Family Outreach Worker (part time)

Mediation and Support projects including the **Live Life** veterans project. **Fixed term to 31 December 2022 in line with current funding.**

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 established **Live Life** veterans' project.

Our Live Life Project aims to 'fill the gaps' providing a unique partnership offering of support to veterans and their families.

We know that for many partners and children of veterans there is little support offered, and services can be difficult to navigate. That's why we've brought together our award-winning Mediation and Support team with many other specialist organisations; our collective expertise can help assist with stress, mental and physical difficulties that affect veterans and their families.

Live Life aims to reduce the impact of trauma and mental illness by providing support to all members of the family, allowing them space as individuals to explore stresses and work together as a family to address these where appropriate

The role of the Family Outreach Worker is to work in partnership with Cyrenians' Mediators and our partner organisations playing a key-role in supporting veterans and their families to access mediation, as well as providing other important elements of support.

The Live Life partnership shares the following aims:

- Promotion of positive family relationships
- Reduction in family conflict
- Promotion of positive communication
- Build resilience and strengthen families
- Reduced distress/stress for veterans and their families

2 Tasks and Responsibilities

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

You will work mainly on the Live Life Partnership but there may be requirement to work across other Mediation and Support projects if required.

- Identify support needs for the clients through Live Life referral process and initial meetings
- Provide 1:1 sessions, signposting and support for the mediation process
- Review support needs on a monthly basis with clients to ensure that the support is tailored to their needs
- Liaise with the mediator to ensure that veterans and their families are adequately prepared for their mediation meetings and that they are all fully supported before, during and after mediation meetings.
- Regular liaison with other Live Life partners as required
- Encourage family involvement in Live Life respite opportunities and therapeutic approaches, including, where appropriate, use of art therapy

Reporting, Monitoring and Evaluation

- Monitor clients, case load and outcomes in line with Live Life 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 Live Life and the Mediation and Support service across relevant agencies (statutory, voluntary and veterans') across the Live Life project area

- Using the evidence gained through monitoring and evaluation to demonstrate the difference we are making to interested stakeholders
- 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.
- Using the evidence gained through art therapy to demonstrate the difference this kind of therapeutic approach can make to interested stakeholders

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 and experience insecure attachments in relationships as a result of trauma in their early years.	Essential
Good understanding of the issues affecting veterans and their families	Essential
Experience of maintaining monitoring and evaluation systems	Desirable
Lived experience of either being a veteran or being a family member of a veteran	Essential
Knowledge of veterans' organisations in Scotland	Desirable
Experience of working for a partnership project	Desirable
Understanding of the role of mediation and family support	Essential

Knowledge and understanding of the benefits of the arts, drama and horsemanship in promoting positive family relationships	Desirable
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Training and Qualifications

Relevant qualification/relevant experience in conflict resolution; anger management; key work model; family support; mediation.	Essential
Relevant qualification and experience in art therapy and/or other therapeutic approaches	Desirable
Clean driving licence and access to car	Desirable

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>	Part time: 20 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£21,963 - £24,559 per annum pro rata (scale points 20 to 24). This equates to £11,872 per annum for a 20 hour week at SCP20.
<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 December 2022
<u>Disclosure:</u>	PVG membership required

5 Application Deadline and Interview Dates

Closing date: Monday 14th February at 12 noon

Interview date: Wednesday 23rd February

Second stage: Week beginning 28th February

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