

Support & Information Services Worker

Job Description



Responsible to:	Support & Information Services Manager
Job Summary:	Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. This post contributes to the effective delivery and development of the Helpline and support and information services within the External Engagement Team, working with family support staff and students.
Salary:	Families Outside points 19-23 (£19,969 - £22,220 - full time; pro rata for 21 hours: £11,981 - £13,332) updated annually subject to appraisal and where funds allow.
Hours:	21 hours per week – Wednesday, Thursday and Friday.
Location:	This post is based at the Families Outside office in Edinburgh.
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.)
Fixed Term:	The appointment is a fixed-term post to 31 March 2023. Confirmation of appointment is subject to satisfactory completion of the probationary period, Disclosure Checks, and receipt of references.
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, but the combined total is required to be at least 7%.

Key accountabilities	Tasks
Ensure effective delivery of the Families Outside Helpline to quality standards	Provide information and support to families and the professionals who work with them via a range of channels including Families Outside's telephone Helpline, text, email, webchat, and social media, in line with professional boundaries, policies, and guidelines. Provide accurate information and support for all contacts. Contribute to the creation and dissemination of Families Outside support and information resources, collecting all relevant permissions from contacts to the Helpline in order to do so. Follow Families Outside's escalation processes for complex enquiries, child protection concerns, and concerns for anyone at immediate risk of harm. Make referrals as appropriate to Families Outside services, other agencies, and organisations. Ensure all data is accurately and timeously recorded on the Family Support Database. Work as part of a team for delivery of support and information to families and the professionals who work with them.

	Working closely with the Support & Information Services Manager and Practice Learning Coordinator, contribute to the support of Social Work students on placement. Contribute to the ongoing development of the service.
Provide support in delivering a multi-platform support and information service for families affected by imprisonment	Support the wider External Engagement team to provide relevant and accurate information and appropriate support to families on the issues they face through a range of communication channels and resources which meet their needs. Provide feedback to the Support & Information Services Manager and wider External Engagement Team regarding issues of common concern for families.
Deliver best practice within the service	With the support of your line manager, keep up to date with developments in best practice and relevant legislation. Ensure that service delivery standards and procedures are maintained. Capture and report on information which will inform the influencing agenda, as guided by your line manager. Use telephone and information technology to ensure best practice within all aspects of service delivery.
Adhere to Families Outside organisational policies and work within the aims and objectives of the charity	Seek support and help from your line manager when appropriate, and opportunities to debrief at other times will be provided. Regular development sessions will take place throughout the year. Support and participate in staff meetings, including Whole Team Meetings, and in Families Outside events as required. Attend relevant and appropriate training courses. Adhere to and maintain professional boundaries at all times.

All staff should use the opportunity to seek support and help from the 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 (or demonstrable commitment to) working with socially excluded groups	*	
Experience of providing information and advice through a number of different platforms, including telephone, webchat, and social media	*	
Knowledge and understanding of the issues faced by families affected by imprisonment		*
Some knowledge of the criminal justice system		*
Skills and Ability		
Proven communication skills, including a polite, confident, and friendly phone manner	*	
Active listening skills, with the ability to absorb and understand complex information and give informed, appropriate advice	*	
Excellent computer and IT skills, including a proven ability to write and record information	*	
Ability to respond accurately to emails/texts/web chats	*	
Ability to contribute to support of Social Work Students		*
Ability to record data accurately on the family support database in line with legal requirements and best practice in data protection	*	
Ability to work as part of a team	*	
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	*	
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	*	
Empathetic approach	*	
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.	*	