



Title	Family Outreach Specialist
Responsible to	Head of Outreach
Salary	£25,290 - £28,464 depending on skills and experience
Location	Lanarkshire/Ayrshire/South West Scotland (hybrid working from home with occasional planned travel including to Edinburgh head office)
Status	Full time (35 hours). Flexible work patterns can be considered

No mind left behind

For over twenty years we have been making a huge difference to the lives of neurodivergent children, young people, and their families.

Our goal is to become a world-leading centre bringing practical help, research, and education together to address the impact of neurodiversity.

Every year, our highly skilled advice and outreach team support hundreds of families across Scotland, and numbers are increasing annually. Our direct help and support team is available five days a week, with expert advisors on hand to help those whose lives have been impacted by the support needs of children and young people who are neurodivergent, providing the emotional support and the right information. For those who require more direct support, our highly experienced outreach team works throughout Scotland, engaging with both families and the professionals in schools, social work, justice, and health to ensure that we really are getting it right for every child.

We focus on empowering families and professionals by giving them the tools and practical support they need so that they feel confident in supporting young people. We work across Education, Health, Social Work, Justice, and private organisations. As an example, the General Teaching Council for Scotland commends our guidance to thousands of registered teachers.

Research has always been central to our vision for a world leading centre of excellence. Neurodiversity knows no boundaries and our work is complemented by the Salvesen Mindroom Research Centre (SMRC) based at the University of Edinburgh.

In this role you join Salvesen Mindroom Centre at an exciting time, as we continue our work to improve the daily lives of children, young people and families.

Job Purpose

We operate a staged approach to enquiries. We have a small team of Family Advice Specialists who provide information and advice via email and telephone communication. In this role as a Family Outreach Specialist you will work with those families requiring more intensive and personalised support and direct engagement.

The main purpose of this role is to support the parent/carers of children and young people who are neurodivergent by providing information, advice and 1:1 support. The role involves telephone and email communication but importantly it also involves working directly with the families and often supporting them in meetings with professionals from Education, Health, Social Work, Justice and Third Sector, which will include virtual or in person meetings as appropriate.

The charity is based in Edinburgh but the Direct Help and Support (DHS) service in which this role sits, covers the whole of Scotland. Due to growing demand for our services in West/South West Scotland, we wish to appoint a team member who can easily manage travel within, broadly, North and South Lanarkshire, North and South Ayrshire and potentially Dumfries & Galloway. The ability to demonstrate local knowledge of services in one or more of these areas would be an advantage. During induction for the role, we will require a more frequent presence in our Edinburgh office.

Duties

- Working closely with the Direct Help and Support (DHS) management and team members, to ensure provision of the most effective service for Family Outreach Support.
- Providing 1:1 support with a personal caseload including provision of advice, information and emotional and practical support to parents and carers by telephone, email and text exchange. This role also involves attendance at meetings and liaising with statutory and other relevant organisations (virtually and in person where appropriate).
- Contributing to the development of our Direct Help and Support offer and projects, for example by the provision of group support to parents and carers.

- Maintaining accurate casework records in accordance with best practice and to ensure confidentiality in line with Salvesen Mindroom Centre's policies.
- As part of the wider Salvesen Mindroom Centre team, helping to respond to consultations that may influence statutory organisations as they formulate policy and practice.
- Supporting our Fundraiser in collating information for submission of funding applications.
- With other team members, collaborate with partner agencies and charities to explore working partnerships.
- Working closely with the Head of Outreach and members of the DHS team to produce evidence-based resources appropriate to our audiences. Previous resources have included "Back to School Toolkit" and "Future Me, digital workbook".
- Participating in Continuous Personal Development in relevant areas to allow growth and confidence within the role.
- The post holder will need the flexibility required to be part of a developing team, with the ability to adapt to evolving processes and ways of working to deliver the best possible service to the families we are supporting.
- Other appropriate duties as required.

Additional information

The salary range is £25,290 - £28,464 depending on skills and experience. We offer 27 days annual leave, plus 8 days public holidays. The charity operates a contributory pension scheme to which the employer contribution is currently 5%. There is a mileage allowance for own car use. We have a confidential conversations service in place for all staff, currently provided by Crossreach. Out of hours work is covered by a TOIL policy.

PVG registration is required for this role and the successful applicant will be expected to comply with the Salvesen Mindroom Centre's policies and practice, including confidentiality and data protection. A driving licence

and access to a vehicle to undertake planned travel is an ongoing, essential requirement of this role.

All new employees will be required to successfully complete a 6-month probationary period.

Person Specification

		Essential	Desired
Qualifications	<ul style="list-style-type: none"> • Further qualifications, degree or similar, or relevant working experience 	✓	
Experience	<ul style="list-style-type: none"> • Experience of working within health, education or social care • Experience of providing support for parents and carers • Experience of working with neurodivergent children and young people. • Experience of collaborative working • Experience of working with confidential personal data • Counselling skills/experience • Experience of producing evidence-based resources 	✓ ✓ ✓ ✓	✓ ✓ ✓
Knowledge	<ul style="list-style-type: none"> • A good understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence) • An understanding of neurodiversity and learning difficulties and how they affect people's lives • An understanding of how Scottish Government, Education and Health and Social care work • An understanding of how the third sector works • Knowledge of multi-agency and inter-agency working 	✓ ✓ ✓ ✓	
Skills	<ul style="list-style-type: none"> • Ability to work independently and manage your own caseload. • Excellent communication, presentation and interpersonal skills. 	✓ ✓	

	<ul style="list-style-type: none"> • Ability to build effective and strong relationships with parents and carers whilst maintaining appropriate boundaries. • Ability to build effective relationships with colleagues, professionals, external stakeholders from health, education and partners • Strong IT and office-based skills • Familiarity with the use of databases 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Personal attributes and values	<ul style="list-style-type: none"> • Ability to be flexible, with positive attitude and able to adapt to a changing working environment • Ability to work as part of an effective team, and on own initiative • Ability to show empathy and understanding • Ability to remain focussed/calm under pressure/cope with stress 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Other	<ul style="list-style-type: none"> • Valid driving licence and use of a roadworthy vehicle – this will remain an essential requirement to ongoing employment in this role. • A satisfactory PVG check (post offer of employment) – ongoing PVG eligibility is a requirement for the role 	<p>✓</p> <p>✓</p>	