

## Support & Participation Coordinator

### Job Description



- Responsible to:** Support & Participation Manager
- Job Summary:** Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. The post will be responsible for delivery of local support groups and coordination of mentoring befriending programmes for Families Outside, working closely alongside the Support & Participation Manager, Family Support Team and External Engagement, and Practice Learning Coordinator to ensure family members affected by imprisonment have a say in key processes and in the development of family-inclusive practice.
- Salary:** Families Outside scale points 29-34 (starting salary £27,775) updated annually subject to appraisal and where funds allow.
- Hours:** This is a multiple-post job description, and as such, hours per week may vary. Please refer to the supplementary information for your specific post.
- Location:** This is a multiple-post job description, and as such, location will vary throughout Scotland.
- 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
Contribute to a national programme, delivering local support groups and coordination of mentoring and befriending programmes for peer support, family participation, and volunteering opportunities	<p>To develop, facilitate, and evaluate engagement with families with support from the Support &amp; Participation Manager in regional areas.</p> <p>Working closely with the Support &amp; Participation Manager, develop a process matching volunteers with family members, including children and young people.</p> <p>Alongside the Support &amp; Participation Manager, deliver an induction and training programme for volunteers to carry out 1:1 work with families, including children and young people.</p> <p>With guidance from the Support &amp; Participation Manager, organise events and consultations with families to gain their views on peer-led support, ensuring groups are developed and delivered on a regular basis alongside Families Outside staff, volunteers, and students.</p> <p>Record and monitor progress, collating statistical information on each group and reporting on this at regular meetings with the Family Support and External Engagement teams as necessary.</p> <p>Work closely with the Support &amp; Participation Manager, alongside Regional Family Support Coordinators and Practice Learning Coordinator to ensure smooth transition from support to volunteer/mentoring/befriending service.</p> <p>Assist and facilitate initial introduction process between volunteer/family member.</p>

	<p>Lead in the facilitation of group work with family members, volunteers, and students.</p> <p>Ensure family members' views and experiences are reflected in training materials and wider publications, to increase awareness and responses to realise the rights and meet the needs of family members.</p>
<p>Support and line manage volunteers and students in undertaking regular participation in groupwork, mentoring sessions or befriending work</p>	<p>Support and supervise volunteers and students in line with Families Outside policies and procedures.</p> <p>As a Workplace Supervisor, link close with the Practice Learning Coordinator in supporting student placements in support and participation work.</p> <p>With the support of the Resource &amp; Development Team, as well as the Support &amp; Participation Manager, and other relevant staff, maintain and deliver an induction programme for volunteers.</p> <p>Work within Families Outside's management and supervision policies in order to provide effective support and performance guidance to volunteers.</p>
<p>Adhere to all Families Outside organisational policies, working within the aims and objectives of the charity</p>	<p>Attend and participate in staff meetings and in Families Outside events as required.</p> <p>Bring to the attention of the Head of Resource &amp; Development, or in their absence, the Chief Executive, any situation that may compromise the organisation's position.</p> <p>Actively engage in internal and external communications.</p> <p>Attend relevant and appropriate training courses.</p> <p>Adhere to and maintain professional boundaries at all times by following Families Outside's organisational policies, working within the aims, objectives, and values of the charity.</p>

All staff are expected to undertake any other reasonable duties as required and appropriate to the role. All staff should seek support 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.

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
<b>Education</b>		
Qualification in social work, social care, health, education, or childcare, or other relevant experience		*
<b>Previous Experience</b>		
Experience of managing and working with volunteers	*	
Experience of planning and delivering group work with family members	*	
Experience of working with children, young people, and families in a community setting	*	
Experience of working as part of a wider team	*	
<b>Skills and Abilities</b>		
Good negotiation, communication, and interpersonal skills	*	
Ability to understand and empathise with the needs of families affected by imprisonment	*	
Knowledge of issues affecting vulnerable families and a rights-based approach	*	
Excellent facilitation skills	*	
Skills in information gathering, analysis, and interpretation	*	
Ability to work independently but also commit to working with and supporting others as part of a team	*	
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 and for the work of others	*	
Computer literate	*	
Valid driving licence and access to a car for work purposes	*	
<b>Personal Qualities</b>		
Understand and demonstrate commitment to the aims and values of Families Outside, in particular to the principles of equal opportunity and diversity	*	
Willing to work flexibly and professionally to meet the needs of the organisation	*	
Able to work under pressure and think innovatively about how to best use limited resources to come up with new ways to support families	*	
Self-aware, regularly reflecting on your work and its impact on your target audiences	*	
Non-judgemental, approachable, reliable, level-headed, 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	*	