

## Support & Participation Manager

### Job Description



- Responsible to:** Head of Family Support
- 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 developing and overseeing participation, service development, research, and evaluation in a national programme for peer support, family participation, and volunteering. The post will have line management responsibility for Support & Participation Coordinators.
- Salary:** Families Outside scale points 38-41 (starting salary £35,655), updated annually subject to appraisal and where funds allow.
- Hours:** 35 hours per week.
- Location:** This post will be based in the Central Belt of Scotland, working flexibly from home with some work from our office in Edinburgh and travel in the wider community.
- 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.
- 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
<p>Implement and oversee the national programme for peer support, family participation, and volunteering</p>	<p>Alongside the Resource &amp; Development Team and the Support &amp; Participation Coordinators, devise and develop a recruitment and support programme for volunteers, including but not limited to creation of job descriptions for volunteer roles, induction programmes, support and supervision processes, and training appropriate to their role.</p> <p>Working alongside families, develop and embed a participation strategy that is aligned to all aspects of our work, taking into consideration what a child-friendly version would look like. Work collaboratively across the organisation to support and ensure the safe and effective involvement of family members in all areas of our work.</p> <p>In consultation with the Head of Family Support, develop, disseminate, and maintain policy and good practice guidelines that support a national Support and Participation model in consultation with Head of Resource &amp; Development or HR Advisor.</p> <p>Ensure robust safeguarding procedures are in place to support and empower families, including children and young people who attend groups and those involved in 1:1 volunteer work or who wish to participate at events.</p> <p>In partnership with the Regional Managers, establish and manage a process that enables families, including children and young people, to transition positively from one Families Outside service to another</p>

<p>Implement and oversee the national programme for peer support, family participation, and volunteering (cont'd)</p>	<p>Create a process to allow Support &amp; Participation Coordinators to match volunteers with family members, including children and young people.</p> <p>Working closely with the Practice Learning Coordinator, ensure staff acting as Workplace Supervisors understand their role in supporting student placements in support and participation work.</p> <p>Work towards creating National Standards for groupwork delivered by Families Outside.</p> <p>Provide funding reports for each area when required to detail the achieved outcomes.</p>
<p>Oversee the development and support the delivery of participation groups in line with Families Outside strategy and resources, reflecting good practice and meeting families' needs</p>	<p>Work with the External Engagement Team to understand key policy priorities and to offer guidance on innovative ways to engage families where appropriate.</p> <p>Identify when appropriate to include wider members of the organisation to take forward key issues raised by the families which could contribute to influencing change in policy and practice.</p> <p>Monitor and evaluate the national programme. This should include the development of a reporting framework for each of the local areas.</p> <p>Identify key relationships that will support the sustainability of the programme.</p>
<p>Line manage the Support &amp; Participation Coordinators</p>	<p>With the support of the HR Advisor and other relevant staff, maintain and deliver an induction programme for Support &amp; Participation Coordinators, volunteers, and social work students.</p> <p>Work within Families Outside's management and supervision policies to provide effective support and performance guidance to the Support &amp; Participation Coordinators.</p> <p>Offer guidance to the Support &amp; Participation Coordinators to ensure participation groups are devised, developed, and delivered on a regular basis and fully staffed.</p> <p>Regularly carry out direct observations of groups delivered by Families Outside to ensure delivery is of a high standard.</p> <p>Hold regular staff development sessions and annual appraisal meetings, and feed back to the Head of Resource &amp; Development on any relevant staff or management issues.</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.

<b>Person Specification - Selection Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education</b>		
A professional qualification in social work, social care, health, or education		*
<b>Previous Experience</b>		
Experience of developing and managing a volunteer programme	*	
Experience of recording evaluation and producing reports	*	
Experience of leadership including personal development and objective setting	*	
Experience of developing a service and embedding policy and practice	*	
<b>Skills and Abilities</b>		
Understanding of the importance and value of participation, and the opportunities it creates	*	
Good negotiation, communication, and interpersonal skills	*	
Ability to understand and empathise with the needs of families affected by imprisonment	*	
A good understanding of policy in a children and families environment including UNCRC and The Promise	*	
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	*	