

Regional Family Support Coordinator

Job Description



Responsible to:	Regional Family Support Manager
Job Summary:	Families Outside is the only national charity in Scotland that works solely to support the families affected by imprisonment. This post delivers a key function of our work, namely direct support for families affected by imprisonment and support to professionals who come into contact with them.
Salary:	Families Outside scale points 29-33, 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 not 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
Provide one-to-one, tailored support to families affected by imprisonment and the professionals supporting them	Ensure effective assessment of risk and need with family members that is strengths-based and involves all relevant stakeholders. Develop, agree, and monitor support plans for family members to ensure positive outcomes are being met. Manage a caseload and address individual needs by providing direct practical, social, and emotional support including one-to-one work, family work, and group work. Manage a caseload of appropriate capacity in line with organisational and contracted targets. Provide advice, advocacy, and support to ensure the views of family members are heard and rights are upheld. Support families to be involved in relevant case conferences where possible. Working within Children & Young People and Adult support guidance, support children and young people with a parent or close relative in prison. Contribute and support the induction work and information sharing required to link families with prisons or other criminal justice services. Ensure access to and maintain/keep up to date a range of information for families to support their needs. Record, maintain, and review data (including bi-annual case studies and regular feedback) accurately and timeously on the Family Support database.

	Attend relevant events and meetings, as agreed with your Line Manager, in order to support families, raise awareness, and develop policy and practice. Working closely with the Practice Learning Coordinator, contribute to the support of Social Work students on placement. Working closely with the Regional Family Support Manager to provide additional support to the Regional Family Support Team staff, volunteers, and students. Manage referrals alongside Regional Family Support Manager, and ensure engagement and response with referrers. Develop and maintain local professional relationships with relevant professionals and stakeholders.
Ensure effective communications within Families Outside	Gather feedback from families and external partners where possible about the value of family support in local regions and how this can develop and improve. Bring to the attention of your line manager, or in their absence, the Head of Family Support or the Chief Executive, any situation that may compromise the organisation's position. Actively engage in internal and external communication.
Adhere to Families Outside organisational policies and to work within the aims and objectives of the charity	Attend and participate in staff meetings, including Whole Team Meetings and in Families Outside events as required. To comply with all relevant policy and procedures including Child and Adult Protection Processes, GDPR procedures and equal rights policies. Engage with ongoing support and supervision processes with Line Manager. Assist in statistical monitoring and reporting of outcomes via the Family Support Database as required. Attend relevant and appropriate training courses.

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 community work, group work, and case management		*
Experience of working with disadvantaged or vulnerable groups	*	
Experience of developing supportive relationships using a strengths-based approach	*	
Experience of participation in strategic groups		*
Skills and Ability		
Good negotiation, communication, and interpersonal skills	*	
Some knowledge of the criminal justice system	*	
Ability to relate sensitively to the needs of prisoners' families	*	
Ability to work with a wide variety of people at all levels	*	
Ability to access support from external agencies	*	
Ability to speak confidently in meetings and events	*	
Ability and willingness to work independently and as part of a team	*	
Ability to prioritise/manage work load in a pressurised environment	*	
Excellent IT literacy skills, including proficiency in word processing, excel spreadsheets and data entry	*	
Current driving licence and access to car	*	
Personal Qualities		
Understand and demonstrate commitment to the aims and values of Families Outside	*	
Adopt flexible working while maintaining appropriate boundaries in provision of support advice and advocacy to work with families	*	
Ability to work under pressure and think innovatively about how to best use limited resources to come up with new ways to support families who need support	*	
Able to contribute to delivering person-centred care, putting families at the heart of everything they do and helping them when they need it	*	
Able to maintain confidentiality	*	
Open to learning from others and willing to share knowledge and best practice when and as appropriate	*	
Willing and able to travel as required and necessary.	*	