

## Regional Family Support Coordinator

### Job Description



<b>Responsible to:</b>	Regional Manager
<b>Job Summary:</b>	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.
<b>Salary:</b>	Families Outside scale points 29-34, updated annually subject to appraisal and where funds allow.
<b>Hours:</b>	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.
<b>Location:</b>	This is a multiple-post job description, and as such, location will vary throughout Scotland.
<b>Probation:</b>	A probationary period of 6 months will apply.
<b>Holidays:</b>	25 working days per year, plus 10 Public Holidays, increasing to 27 days after five years of service (all pro rata).
<b>Pension:</b>	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	<p>Working in line with the family support policies and guidance manage a caseload to support families (inc. children and young people) and professionals supporting families on a one-to-one basis to address individual needs.</p> <p>Using Families Outside support tools, ensure effective risk assessments and assessments of need are carried out with family members. Develop, agree, monitor, and review support plans with family members to ensure positive outcomes are being met.</p> <p>Provide advice, advocacy, and support to ensure the views of family members are heard and rights are upheld.</p> <p>Attend and/or support families to be involved in relevant meetings and case conferences where possible.</p> <p>Record, maintain, and review data (including bi-annual case studies and regular feedback) accurately and timeously on the Family Support database.</p> <p>Contribute to the support of students on placement, the Families Outside staff team and volunteers.</p>

Community Engagement - Highlight the impact of imprisonment for families and Families Outside key messages	<p>Attend relevant events and meetings, as agreed with your Line Manager, to raise awareness of the impact of imprisonment for families and represent Families Outside to promote our services.</p> <p>Develop and maintain local professional relationships with relevant professionals and stakeholders, including prisons, Local Authorities and prison visitors' centres.</p>
Ensure effective communications within Families Outside	<p>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.</p> <p>Actively engage in internal and external communication.</p>
Adhere to Families Outside organisational policies and to work within the aims and objectives of the charity	<p>Attend and participate in staff meetings, including Whole Team Meetings and in Families Outside events as required.</p> <p>Comply with all relevant policy and procedures including Child and Adult Protection Processes, GDPR procedures and equal rights policies.</p> <p>Engage with ongoing support and supervision processes with Line Manager.</p> <p>Attend relevant and appropriate training courses.</p>

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
<b>Previous Experience</b>		
Experience of community 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		*
<b>Skills and Ability</b>		
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	*	
<b>Personal Qualities</b>		
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.	*	

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### Supplementary Information



### Highlands & Islands

<b>Responsible to:</b>	Regional Manager (North)
<b>Location:</b>	This post is based at the Community Justice Centre in Inverness, with much work delivered in the field, and flexibility for travel, and engagement with staff in the HMP Inverness Visitors' Centre.
<b>Hours:</b>	24.5 hours per week

Primary responsibility for:
<p>Engaging with prison staff, attending meetings and family events at HMP Inverness.</p> <p>Providing support to families affected by imprisonment who live in the Highlands and Islands and/or families with a relative or friend in HMP Inverness.</p> <p>Working collaboratively with the Support &amp; Participation Coordinator in the North, to engage families in peer support and befriending services and co-facilitate group sessions for adults, children, and young people.</p> <p>Engaging with Community Planning Partnerships (CPPs) in relevant surrounding areas including Highlands, Orkney, Shetland and Comhairle nan Eilean Siar</p> <p>Creating links with other organisations working in the areas outlined above.</p> <p>Collaborative working with Action for Children, at HMP Inverness Prison Visitors' Centre.</p>