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| **Responsible to:** | Chief Executive Officer |
| **Job Summary:** | Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. As the Director of Services and a key member of the senior management team, you will play a pivotal role in the strategic development, delivery, and evaluation of family support services. You will collaborate with senior colleagues to understand and contribute to the organisation's financial position, ensuring sustainable resource management and long-term stability. Additionally, you will support good governance practices, ensuring compliance with policies, procedures, and regulatory requirements. Our core values (CITE) guide how each of us works in our individual day to day job:* We are genuine in our **COMPASSION** to respect and value the worth of every individual.
* We demonstrate the **INTEGRITY** to act in the wider best interest of the families we support.
* We exercise the**TENACITY**to push for the positive change families deserve.
* We foster, build, and value**EXPERTISE**to ensure families access the best possible support, information, and practice.
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| **Salary:** | Families Outside scale points 50-57, updated annually subject to appraisal and where funds allow. |
| **Hours:** | 35 hours per week |
| **Location:** | This post is based at the Families Outside office in Edinburgh but with scope for home working. |
| **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 Responsibilities**

**Service Development**

**Lead the development, growth, and sustainability of services to ensure they meet the needs of families and the strategic aims of Families Outside.**

* Shape the vision and strategic direction of family support services to ensure alignment with organisational objectives and respond effectively to the evolving needs of families.
* Lead the design and rollout of new approaches to improve how services are delivered, ensuring they achieve positive and measurable results.
* Lead the sustainable growth and development of services, ensuring they create lasting impact by building partnerships and securing resources to support expansion and long-term success.
* Lead the review and evaluation of service delivery to identify areas for improvement, ensuring services remain effective, high-quality, and responsive to the changing needs of families.
* Act as Child Protection Lead for the organisation, ensuring staff are fully trained, confident, and employ best practice to keep children and families safe.
* Identify potential risks in service delivery processes and oversee the development of mitigation strategies to ensure high-quality service provision.
* Ensure the database is utilised effectively for collecting, storing, and analysing data to support service delivery and reporting, while overseeing its implementation, maintenance, and compliance with organisational needs for security and accessibility.
* Develop feedback mechanisms to ensure services meet family needs and remain impactful.

**Line Management**

**Provide strategic oversight and guidance to the team, empowering them to implement and deliver services effectively in line with organisational objectives and standards.**

* Work within Families Outside’s management and supervision policies to provide effective leadership, support, and performance guidance to the team.
* Lead and support the teams to monitor and report on their work, feeding this into the Board, strategic discussions, senior management meetings, and funders, including reporting of progress and achievements / statistical trends and case studies, ensuring the tools for data collection and evaluation are fit for purpose.
* Promote a positive team culture, leading staff development sessions, team meetings, and encouraging personal and professional development.

**Senior Management Responsibilities**

**Collaboratively, lead strategic priorities, oversee operations, ensure financial stability, secure sustainable funding, and drive the delivery of high-quality services while adopting a positive and inclusive culture.**

* Work within the Senior Management Team to inform and implement the Strategic Plan for Families Outside.
* Jointly oversee the development and implementation of the Operational Plan to meet strategic aims, monitor progress against objectives, and identify opportunities for improvement.
* Collaborate on budget planning, monitor financial performance for sustainability, and address financial risks to ensure stability.
* Support funding efforts, assist in building funder relationships, and contribute to joint fundraising strategies.
* Make strategic decisions on the feasibility of projects, oversee their planning and delivery, and ensure they align with organisational goals while being completed on time, within scope, and on budget.
* Lead the preparation and presentation of reports for the Board, strategic discussions, senior management meetings, and funders.
* Represent the organisation externally by engaging with stakeholders and policymakers, advocating for the needs of families, and strengthening partnerships.
* Deputise for the Chief Executive when required, including delivering presentations, participating in media engagements.
* Collaborate with the Chief Executive and families to position Families Outside as a key contributor to local and national policy, serving as the leading national voice for families affected by imprisonment.
* Identify, assess, and mitigate risks by regularly reviewing and recommending updates to the risk register, ensuring the organisation is prepared to manage crises effectively and maintain stability.

**Other (adhering to all Families Outside organisational policies)**

* Attend and participate in all staff meetings, and Families Outside events as required.
* Comply with all relevant policies and procedures.
* Engage with ongoing support and supervision processes with Line Manager.
* Attend relevant and appropriate training courses.
* Work within the aims, objectives, and values of the organisation.
* Be discreet, trustworthy, and respectful of diversity, equalities issues, and confidentiality, adhering to and maintaining professional boundaries at all times.

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.

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.

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.

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| **Person Specification - Selection Criteria** | **Essential** | **Desirable** |
| **Education** |
| Relevant professional qualification (e.g. management/social work/ social care)  |  | \* |
| **Previous Experience** |
| Experience of working in family support  | \* |  |
| Experience of working with disadvantaged or vulnerable groups | \* |  |
| Experience of managing staff and providing supervision | \* |  |
| Experience of working with partner agencies | \* |  |
| Some knowledge of the criminal justice system |  | \* |
| **Skills and Ability** |
| Good negotiation, communication, and interpersonal skills | \* |  |
| Ability to understand and empathise with the needs of families affected by imprisonment | \* |  |
| Skills in information gathering, analysis, and interpretation | \* |  |
| Excellent communication skills, written and oral, including accurate spelling and grammar and the ability to present with confidence | \* |  |
| Strong leadership skills, including performance management, training, and team development | \* |  |
| Experience in setting and maintaining professional boundaries | \* |  |
| Ability to work independently and as part of a team | \* |  |
| The ability to deal with work pressures, exercise sound judgement, manage time effectively, meet deadlines, to organise and set priorities for your own work and for the work of others. | \* |  |
| Excellent computer literacy.  | \* |  |
| Valid driving licence and access to a car for work purposes.  | \* |  |
| **Personal Qualities** |
| 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 | \* |  |
| Willingness and ability to work occasional unsocial hours and to travel across Scotland to participate actively in relevant meetings and events | \* |  |
| Able to work under pressure and think innovatively about how best to use limited resources to come up with new ways to support children, young people and families | \* |  |
| Self-aware, regularly reflecting on your work and its impact on your target audiences | \* |  |
| Non-judgemental, approachable, and reliable, calm attitude, 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. | \* |  |

 Updated April 2025