

## JOB DESCRIPTION

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| <b>Job Title</b>      | <b>Regional Manager with Family Journeys</b>  |
| <b>Hours of Work</b>  | 15 hours per week (0.43 FTE)<br>Working days are flexible to meet service delivery and organisational need, however, will include weekend working   |
| <b>Location</b>       | Based at our headquarters in Gorgie, Edinburgh with flexibility to attend all locations:<br>East Lothian – Musselburgh<br>West Lothian – Bathgate<br>Edinburgh – Duddingston<br>There may be additional locations for outreach work in line with funding development needs.<br>Attendance for training and team meetings is required which may occur outside of your normal working pattern (flexibility to attend these online and in person).<br>Remote working will also be available to you.  |
| <b>Accountable to</b> | Co-CEO's  |
| <b>Salary</b>         | Salary grade is Grade 7<br>Salary scale point 58-70<br>£36,482 - £43,124 FTE pro rata<br>Your starting salary is £36,482, paid pro-rata   |
| <b>Holiday</b>        | Family Journeys offer a total of 35 days holiday. Holiday entitlement is calculated pro-rata for part-time employees. This includes 25 days annual leave entitlement, nine bank holidays, and one annual wellbeing day (pro rata). Holidays can be taken at any time taken in agreement with Co CEO's and are not restricted to public holiday dates except for some organisational closure over the Christmas/New Year   |
| <b>Introduction</b>   | <ul style="list-style-type: none"> <li>• Are you passionate about children and families?</li> <li>• Are you dedicated to supporting children have a voice?</li> <li>• Can you embrace and pioneer change and growth?</li> <li>• Can you lead and support a team through highs and lows?</li> </ul> <p>Family Journeys supports children and families throughout their journey toward healthy, respectful, and nurturing relationships.</p> <p>We focus on supporting families in a safe and supportive space to rebuild relationships, supporting the rights of children and their parents in their journey to successful co-parenting.</p> <p>Following a period of significant growth, we are expanding and with 4 venues, 12 weekly shifts and 35 part time staff and volunteers, we are looking for a new Regional Manager to lead our Gorgie venue in Edinburgh.</p> <p>At Family Journeys, we provide a range of services to parents and children to ensure that we are getting it right for every child. We operate throughout Edinburgh and the Lothians, with a dedicated and established team of part time Family Connections staff, registered mediators, project and operations staff. Our work requires a high degree of compassion, dedication, trust and professionalism. We work with families in often complex situations where non-judgemental and professional judgement is required at all times. Our</p> |

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|                             | <p>work requires commitment to emotional safety and child protection and consistent high standards of best practice expected by our families, social workers, solicitors and courts.</p> <p>“Child Contact” will become regulated in 2027 and mediation is already a regulated profession with formal registration. Codes of practice therefore guide our work and best practice is paramount for our service delivery. We pride ourselves in our continuous development of a more therapeutic approach to our work and therefore quality assurance, creativity, passion and tailored techniques often complement our core services based around attachment-based play, therapeutic support and trauma informed-based practices.</p>  |
| <b>Key responsibilities</b> | <ul style="list-style-type: none"> <li>• Provide strong leadership and guidance to including performance management across family connections, mediation and projects</li> <li>• Provide regular support and supervision to family connections and project staff, including complex case management as required</li> <li>• Overseeing staff rotas ensuring staff absence and leave is managed closely to prevent closure of shifts</li> <li>• Oversee and monitor waiting lists, manage staff caseloads, and schedule new families into service.</li> <li>• Support practice teams to progress families through their journey with Family Journeys towards positive co-parenting and reduce dependency on services.</li> <li>• Ensure maximum organisational efficiency and motivated team performance, providing clear guidance and support where necessary.</li> <li>• Be responsible for overseeing case files to ensure a high standard of recording practice</li> <li>• Ensure risk assessments, safety plans and child/parent review processes (including outcomes monitoring) are all maintained and updated as per best practice</li> <li>• Developing best practice to ensure our families receive excellent levels of professional support providing positive, playful and attachment-promoting activities</li> <li>• Through line management of Family Connection workers, develop and manage Edinburgh venue/s, providing support to other regional venues when required</li> <li>• Support staff to lead and plan a tailored and holistic, child led journey for children and their parents, including (but not limited to) supervised and supported contact, handovers and themed/supported play, group work and 1-1 support and mediation services</li> <li>• Work alongside operations, reception, referrals and our external professional colleagues to develop good practice in relation to liaison with courts, social workers and solicitors.</li> <li>• Oversee and sign off court reports prepared by the Family Connections team.</li> </ul> |

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|                                    | <ul style="list-style-type: none"> <li>• Develop relationships with other professionals within health and social care and third sector to strengthen referral pathways.</li> <li>• Support the CEOs with quality assurance as the organisation continues to develop best practice</li> <li>• Contribute to organisational growth and development by being a key part of the management team.</li> <li>• Represent Family Journeys to external stakeholders, developing professional relationships and strong reputation in our sector.</li> <li>• Support Co-CEO's with a commercial awareness to work within agreed budgets.</li> <li>• Support CEO's to identify and apply for new funding opportunities as well as lead on reporting for existing funding</li> <li>• Act as the lead on GDPR best practice with regards to processing of client data, ensuring all staff comply with data protection requirements.</li> <li>• Act as the lead for Child Protection / Vulnerable Adult Co-ordination and ensure excellent practice in relation to safety and protection, ensuring next steps are followed in line with policy.</li> <li>• Ensure the safe provision of services from our buildings and within local communities, tailored to individual families.</li> <li>• Support with the recruitment and induction of new staff, students and volunteers.</li> <li>• Co design and deliver when required on internal CPD events</li> <li>• Provide weekend management cover as required</li> <li>• Alongside other regional managers, lead in the regulation of child contact centre 2026/2027</li> <li>• Deputise for the Co-CEO's, as required.</li> </ul> |
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| <b>Additional responsibilities</b> | <ul style="list-style-type: none"> <li>• Ensuring staff absences, annual leave, TOIL and overtime are recorded and managed internally across teams</li> <li>• Deliver and attend training and team meetings.</li> <li>• Support and work closely with volunteers and student placements</li> <li>• Work to and implement the organisation's policy and procedures.</li> <li>• Adhere to and promote respect for health and safety throughout the organisation.</li> <li>• Follow the organisation's financial procedures.</li> <li>• Support Family Journeys' communications and PR activities.</li> <li>• Use new technology and engage with our IT systems appropriate to your role. Support the staff team to do so also.</li> </ul>   |
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| <b>Key relationships</b>           | <p><b>Internal</b></p> <p><b>Direct line management:</b></p> <ul style="list-style-type: none"> <li>• Family Connections staff</li> <li>• Mediators</li> <li>• Project Staff</li> <li>• Volunteers</li> <li>• Students</li> </ul>   |

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|   | <p><b>Internal relationships:</b></p> <ul style="list-style-type: none"><li>• All organisational staff</li></ul> <p><b>Accountable to:</b></p> <ul style="list-style-type: none"><li>• Co-CEO's</li><li>• Board of Directors</li></ul> <p><b>External Relationships</b></p> <ul style="list-style-type: none"><li>• Court systems</li><li>• Solicitors and sheriffs</li><li>• Scottish Legal Aid Board</li><li>• Social Workers, Child &amp; Family Service Managers</li><li>• Regulatory bodies relevant to our work</li><li>• Relationships Scotland relevant committees and members</li><li>• Policy makers (Scottish Government, Local Government, national children's and family agencies)</li><li>• Other professional agencies working with children and families.</li></ul> |
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| <b>Essential requirements</b>   | <ul style="list-style-type: none"><li>• Ensuring that, at all times and for all children and families, our services are inclusive, and child led</li><li>• To model and promote Family Journeys values.</li><li>• Strict adherence to data protection and confidentiality policies</li><li>• Visible commitment to and adherence to good practice in all our policies and in particular to safety and child protection</li><li>• Compliance with our PVG requirements</li><li>• Ensuring our services and organisation as a whole respects and promotes equality and diversity</li><li>• Ensuring our organisation complies with government guidance and the law</li></ul>  |
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| <b>Person specification</b>   |   |
| <b>Essential criteria</b>   | <b>Development requirements</b>   |
| <ul style="list-style-type: none"><li>• Experience of leading a team</li><li>• Experience of work with children and families</li><li>• Experience of providing support and supervision to staff.</li><li>• Knowledge of child protection and vulnerable adult support</li><li>• Working understanding of GDPR, GIRFEC and The Promise</li><li>• Flexible, responsive and supportive – we work in a highly emotional area where staff wellbeing is paramount</li><li>• Experience in report writing</li><li>• Experience in assessing and managing risk, including domestic abuse, child protection, substance abuse</li></ul> | <ul style="list-style-type: none"><li>• Family law, youth work, children’s work, early years work, family support or family learning.</li><li>• Therapeutic approaches relevant to children and their families.</li><li>• Continuous development of GDPR.</li><li>• Excellent verbal and written skills.</li><li>• Experience with conflict resolution, mediation, coaching, child contact work, solution-focused approaches or other relevant professional practice</li><li>• Knowledge of national policy and law in relation to children and families</li><li>• Experience of managing a team of all part-time staff</li><li>• Experience of monitoring, evaluating and reporting</li></ul>  |

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| <ul style="list-style-type: none"><li>• Knowledge of social exclusion and experience of developing inclusive services</li><li>• Knowledge and understanding of child development, the impact of adverse childhood experiences and trauma</li><li>• Experience of working both autonomously and as part of a collaborative team.</li></ul> | <ul style="list-style-type: none"><li>• Experience of developing and designing services</li></ul> |
| <b>Professional qualifications</b><br>Educated to degree standard   |   |

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| <b>Organisational requirements</b> | <p><b>Team meetings:</b> Meetings may not be held within your standard work hours, as all staff are all part time. You will be expected to attend (and deliver) staff meetings, but timings will be rotated to ensure all staff can include these in their standard working pattern in turn. These meetings may be brief and held online to maximise convenience but are essential to our communication and organisational development.</p> <p><b>Continuing professional development:</b> all staff are expected to maintain their familiarity with new working practices and approaches in their professional field and in information technology relevant to their role.</p> <p><b>Team working:</b> as a small organisation, we require all employees to work flexibly to enable us to meet operational demands and share workload when other staff are absent. Requests will be reasonable and proportionate.</p> |
| <b>Performance management</b>      | <p><b>Probationary period:</b> all new employees are appointed with a probationary period of six months. Performance reviews are six monthly with your line manager.</p> <p><b>Standards of performance</b> and objectives for your work will be clearly communicated and agreed in advance of the performance period and all staff will be expected to attend and complete annual appraisals</p>  |