**Job description: Family Support Lead – North and North East Scotland**

**The role**

You will be delivering our mission to give everyone the chance to feel unstoppable. As Family Support Lead covering the North and North East of Scotland you will be delivering vital support to families affected by spina bifida and hydrocephalus.

You will be the person who will empower them to reach their potential, offering one-to-one support and coordinating chances for people to get together, make friends and build their support network.

You will be the person that raises awareness of spina bifida and hydrocephalus within the community and with service providers to ensure that no one affected by our conditions feels alone.

We are looking for someone based in the North East of Scotland. Occasional travel will be required to the Highlands.

**What Spina Bifida Hydrocephalus Scotland can offer you**

**Flexibility** – We offer flexible working, including the opportunity to work from home or around caring responsibilities.

**Supportive colleagues supporting you to express yourself** - Staff scored SBH Scotland 8 out of 10 for being supportive in taking risks with new ideas.

**We also offer:** Workplace pension scheme, salary sacrifice scheme, death in service benefit, childcare voucher scheme, 30 days annual leave entitlement and 4 days Public Holidays.

**Role reports to:** CEO

**Place of Work:** Home-based

**Working Hours:** 15 hours per week. The role will necessitate working some hours outside normal office hours, including evenings and weekends, to deliver our social groups.

**Salary:** £11,868 (£27,694 pro rata)

**Closing date:** Monday 6th October, 9am.

**Proposed interview date:** Thursday 16th October

**Key duties and responsibilities:**

**To be as unstoppable as the people we support.**

* To coordinate the delivery of engaging social groups for our children, young people, adults and their carers.
* To provide one to one support to people with spina bifida and hydrocephalus and their families – offering specialist information and advice.
* To work with families and people with spina bifida and hydrocephalus to help them advocate for services and support.

**To be a team player who unifies people around our cause.**

* To liaise and work in partnership with other statutory and voluntary organisations to respond to and develop resources to meet the needs of service users.
* To manage and motivate a small team of sessional workers and recruit volunteers.
* To work with fundraising and communications colleagues in identifying stories that can promote the work of the charity and motivate our service users, supporters and staff.

**A commitment to continuous learning and improvement.**

* To provide regular analysis of the service’s impact.
* To ensure that reporting and recording of all service user intervention is accurate, up to date and secure.
* To gather data and feedback to learn from failures and apply learning to improve processes and service delivery.
* To ensure all Safeguarding disclosures and regular updates are notified and recorded as per current SBH Scotland guidelines.

**Person Specification – Family Support Lead**

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|  | **Essential** | **Desirable** |
| **Qualifications/ Education** | * Experience of working with children & young people and adults. * A current full driving license and use of a car own car for business use is required. | * Experience of working with children, young people and adults with additional support needs. * A health or social care qualification or experience of working in a health or social care setting. |
| **Knowledge** | * Knowledge of developmental milestones. * Computer literate and able to use databases, social media & mobile technologies. * Knowledge and understanding of Child Protection and Protection of Vulnerable Groups. * Experience of working with children, young people, adults and families in a variety of settings. | * Knowledge and understanding of Spina Bifida and/or Hydrocephalus. * Knowledge and understanding of partner agencies and support networks. * Understanding of additional support needs. |

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| **Abilities and skills** | * Excellent interpersonal skills and ability to develop constructive working relationships with children, young people, adults and partner agencies. * Proactive, resourceful and willing to contribute to the team in the interests of overall service aims. * Able to make safe judgements in accordance with the organisation’s policies on lone working. * Ability to make decisions regarding the reporting of child protection and vulnerable adults issues and to ensure that such decisions are made within the context of the organisation’s policies. * Facilitation skills. * Ability to effectively supervise and support team staff and volunteers. | * Creative skills |
| **Personal Qualities** | * Great communicator with children & young people, adults, parents and carers. * Ability to combine management and practitioner role effectively. * Resourceful and empathetic, with a commitment to a person- centered approach. * Enthusiastic and willing to learn. |  |