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| **Job Title** | **Regional Manager with Family Journeys** |
| **Hours of Work** | Flexible 12-24 hours per weekWorking days are flexible to meet personal and organisational needs  |
| **Location** | Work is required across all of our Family Connections service venues Edinburgh – George StreetEast Lothian - MusselburghWest Lothian – LivingstonThere may be additional locations for outreach work in line with funding development needs.You will also work from our main office: currently George Street, Edinburgh.Attendance for training and team meetings is required which may occur outside of your normal working pattern (flexibility to attend these online).Remote working will also be available to you. |
| **Accountable to** | Co-CEO's  |
| **Salary** | Your salary grade is P01 SCP points 35-37 £34,198 - £36,052 FTE pro rataYour starting salary is £34,198, paid pro-rata |
| **Holiday** | 34 days annual leave pro-rata (which includes nine days of Scottish public holiday) taken in agreement with your line manager. |
| **Introduction** | * Do you love children?
* Are you passionate about families?
* Are you dedicated to giving a children a voice?
* Can you embrace change and growth?

We are a progressive and market leading child focussed organisation supporting the rights of children and their parents in their journey to successful co-parenting.At Family Journeys, we are passionate about supporting families after separation and 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 in outreach locations, with a dedicated and established team of part time ‘Family Connections’ staff, mediators and project staff. Our work requires a high degree of dedication, trust and professionalism. We work with families in often complex situations where non-judgemental and professional judgement is required at all times. Our work requires commitment to emotional safety and child protection and consistent high standards of best practice expected by families, social workers, solicitors and courts.Child Contact will become regulated in 2023 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 creativity, passion and tailored techniques often complement our core services based around attachment based play, therapeutic support and trauma informed-based practices.   |
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| **Key responsibilities** | * Provide strong leadership and guidance to including performance management across family connections, mediation and projects
* Provide regular support and supervision to family connections and project staff, including complex case management as required
* Overseeing staff rotas ensuring staff absence can be covered.
* Oversee and monitor waiting lists, manage staff caseloads, and schedule new families into service.
* Support all practice teams to progress families through their journey with Family Journeys towards positive co-parenting and reduce dependency on services.
* Ensure maximum organisational efficiency and motivated team performance, providing clear guidance and support where necessary.
* Be responsible for overseeing case files to ensure a high standard of recording practice
* Ensure risk assessments, safety plans and child/parent review processes (including outcomes monitoring) are all maintained and updated as per best practice
* Developing best practice to ensure our families receive excellent levels of professional support providing positive, playful and attachment-promoting activities
* Through line management of Family Connection workers, develop and manage multiple child contact centre venues
* 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
* Work alongside Team Leader, Legal and Development to develop good practice in relation to liaison with courts, social workers and solicitors.
* Oversee and sign off all court reports prepared by the Family Connections team.
* Develop relationships with other professionals within health and social care and third sector to strengthen referral pathways.
* Support the CEOs with quality assurance as we develop best practice
* Contribute to organisational growth and development by being a key part of the management team.
* Represent Family Journeys to external stakeholders, developing professional relationships and strong reputation in our sector.
* Support Co-CEO's with a commercial awareness to work within agreed budgets.
* Support CEO’s to identify and apply for new funding opportunities as well as lead on reporting for existing funding
* Act as the lead on GDPR best practice with regards to processing of client data, ensuring all staff comply with data protection requirements.
* Act as the lead for Child Protection / Vulnerable Adult Co-ordinator and ensure excellent practice in relation to safety and protection, ensuring next steps are followed in line with policy.
* Support with the recruitment and induction of new staff, students and volunteers.
* Co design and deliver when required on internal CPD events
* Deputise for the Co-CEO's, as required.
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| **Additional responsibilities** | * Ensuring staff absences, annual leave, TOIL and overtime are recorded properly and managed internally across teams
* Deliver and attend training and team meetings.
* Supporting and working with volunteers and student placements
* Work to and implement the organisation’s policy and procedures.
* Adhere to and promote respect for health and safety throughout the organisation.
* Follow the organisation’s financial procedures.
* Support Family Journeys’ communications and PR activities.
* Use new technology and engage with our IT systems appropriate to your role. Support the staff team to do so also.
* Engage with external stakeholders positively.
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| **Key relationships** | **Internal****Direct line management**:* Family Connections staff
* Mediators
* Project Staff
* Volunteers
* Students

**Internal relationships:*** All organisational staff

**Accountable to:*** Co-CEO's
* Board of Directors

**External Relationships** * Court systems
* Solicitors and sheriffs
* Scottish Legal Aid Board
* Social Workers, Child & Family Service Managers
* Regulatory bodies relevant to our work
* Relationships Scotland relevant committees and members
* Policy makers (Scottish Government, Local Government, national children's and family agencies)
* Other professional agencies working with children and families.
* Contractors to Family Journeys as appropriate
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| **Essential requirements** | * Ensuring that, at all times and for all children and families, our services are inclusive
* To model and promote Family Journeys values.
* Strict adherence to data protection and confidentiality policies
* Visible commitment to and adherence to good practice in all our policies and in particular to safety and child protection
* Compliance with our PVG requirements
* Ensuring our services and organisation as a whole respects and promotes equality and diversity
* Ensuring our organisation complies with government guidance and the law
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| **Person specification** |
| **Essential criteria** | **Development requirements** |
| * Experience of leading a team of client facing staff.
* Experience of direct work with families
* Experience of providing support and supervision to staff.
* Knowledge of child protection and vulnerable adult support
* Working understanding of GDPR and GIRFEC
* Flexible, responsive and supportive – we work in a highly emotional area where staff wellbeing is paramount
* Experience in report writing
* Experience in assessing and managing risk, including domestic abuse, child protection, substance abuse
* Knowledge of social exclusion and experience of developing inclusive services
* Knowledge and understanding of child development, the impact of adverse childhood experiences and trauma
* Experience of working both autonomously and as part of a collaborative team.
* Experience of being able to prioritise
 | * Youth work, children’s work, early years work, family support or family learning.
* Therapeutic approaches relevant to children and their families.
* Continuous development of GDPR.
* Excellent verbal and written skills.
* Experience with mediation, coaching, child contact work, solution-focused approaches or other relevant professional practice
* Knowledge of national policy and law in relation to children and families
* Experience of managing a team of all part-time staff
* Experience of monitoring, evaluating and reporting
* Experience of developing and designing services
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| **Professional qualifications** Educated to degree standard  |

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| **Organisational requirements** | **Team meetings:** 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.**Continuing professional development:** 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.**Team working:** 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. |
| **Performance management** | **Probationary period:** all new employees are appointed with a probationary period of six months. Performance reviews are six monthly with your line manager. **Standards of performance** 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  |