



Title	Direct Help and Support team member
Responsible to	Head of Direct Help and Support
Salary	£25,000
Location	Edinburgh based
Status	35 hours

This is a key role for the organisation as it enables us to work directly with families, and support and empower them to achieve positive outcomes for their child or young person with a learning difficulty. The salary is £25,000 (pending a pay increase). We offer 25 days annual leave, plus 8 days public holidays. The charity operates a contributory pension scheme to which the employer contribution is currently 3%. Mileage allowance is 45p per mile for own car use. We have a confidential conversations service in place for all staff, currently provided by Crossreach. Out of hours work is covered by a TOIL policy.

PVG registration is required for this role and the successful applicant will be expected to comply with The Salvesen Mindroom Centre's policies and practice, including confidentiality and data protection.

The Salvesen Mindroom Centre is going through an exciting period of change, building on our knowledge and expertise as we move towards achieving our goal of becoming a world-leading centre for learning difficulties. We are a small independent charity with a big vision – a world where 'no mind is left behind' and every person with a learning difficulty receives the recognition and the support they need to achieve their potential.

Within the organisation, everyone is expected to support each other. Efficient and effective working depends on good administrative practices, clear communication and a commitment to team working. All staff and volunteers help shape the charity's policy and practice and provide valuable input for new initiatives. We have an active Board of Trustees to support our work.

Purpose

Principally, to support the parent/carers of children and young people living with learning difficulties by providing information, advice and 1:1 support. The service may also be provided to young adults up to the age of 25. The role involves telephone and email contact, and may include liaising with professionals on behalf of families. This post may occasionally require weekend and/or evening work.

Duties

- Working closely with the Direct Help and Support (DHS) team leader and team members, ensure that we respond appropriately to enquiries by assessing extent and priority of need; providing advice and information; offering emotional and/or practical support; and identifying appropriate next stage referral. This will involve the provision of 1:1 support with a personal caseload and may include attendance at meetings and liaising with statutory organisations.

- Maintain casework records in accordance with best practice and to ensure confidentiality is absolute.
- Maintain work standards by participating in Continuous Personal Development.
- As part of The Salvesen Mindroom Centre team, help respond to consultations that may influence statutory organisations as they formulate policy and practice.
- Support our Fundraiser in collating information for submission of funding applications.
- With other team members, collaborate with partner agencies and charities to explore partnership working and minimise duplication of effort.
- Maintain confidentiality and good practice in accordance with The Salvesen Mindroom Centre’s policies.
- Other appropriate duties as required.
- The post holder will need the flexibility required to be part of a developing team.

Person specification

	Specification	Essential	Desired
Qualifications	<ul style="list-style-type: none"> • Further qualifications, degree or similar (relevant working experience will be considered) 	✓	
Career experience	<ul style="list-style-type: none"> • Experience of working within either health, education or social care • Experience of providing support for parents and carers • Experience of collaborative working • Experience of working with confidential personal data • Counselling skills/experience 	✓ ✓ ✓ ✓	✓
Knowledge	<ul style="list-style-type: none"> • A good understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence) • An understanding of conditions which may give rise to learning difficulties and how they impact on people’s lives • An understanding of how Scottish Government, Education and Health and Social Care work • Knowledge of multi-agency and inter-agency working • An understanding of how the third sector works 	✓ ✓ ✓ ✓	✓

Skills	<ul style="list-style-type: none"> • Excellent organisational skills and ability to manage time • Excellent communication, presentation and interpersonal skills • Ability to build effective relationships with colleagues and external stakeholders • Strong IT and office-based skills • Familiarity with the use of databases 	<p style="text-align: center;">✓</p>	
Personal attributes and values	<ul style="list-style-type: none"> • Ability to be flexible, with a 'can do' attitude • Ability to work as part of an effective team, and on own initiative • Ability to show empathy and understanding • Ability to remain focused/calm under pressure 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
Other	<ul style="list-style-type: none"> • Clean driving licence and use of a roadworthy car • A satisfactory PVG check (post offer of employment) 	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>