



Salvesen Mindroom Centre

No Mind Left Behind

Title: Family Advice Specialist

Responsible to: Head of Outreach

Salary: £25,290 - £28,464 depending on skills and experience

Location: Hybrid. Predominantly home-based with potential to work from Edinburgh office.

Status: Full-time (35 hours) Alternative working patterns will be considered

No Mind Left Behind

For over twenty years we have been making a huge difference to the lives of neurodivergent children and young people, and their families. Over that time, we have built strong foundations, gaining a trusted reputation for our knowledge and expertise.

Our goal is to become a world-leading centre bringing practical help, research, and education together to address the impact of neurodiversity.

Every year, our highly skilled advice and outreach team support hundreds of families across Scotland, and numbers are increasing annually. Our Direct Help and Support services are available five days a week, with Family Advice Specialists on hand to help those whose lives have been impacted by the support needs of children and young people who are neurodivergent, by providing emotional support and the right information. For those who require more direct support, our highly experienced outreach team works throughout Scotland, engaging with both families and the professionals in schools, social work, justice, and health to ensure that we really are getting it right for every child.

We focus on empowering families and professionals by giving them the information and the tools they need so that they feel confident in supporting young people who are neurodivergent. We work across Education, Health, Social Work, Justice, and private organisations. As an example, the General Teaching Council for Scotland commends our guidance to thousands of registered teachers.

Research has always been central to our vision for a world leading centre of excellence. Neurodiversity knows no boundaries and our work is complemented by the Salvesen Mindroom Research Centre (SMRC) based at the University of Edinburgh.

In this role you join Salvesen Mindroom Centre at an exciting time, as we continue our work to improve the daily lives of children, young people and families.

Job Purpose

The main purpose of this role is to support the parent/carers of neurodivergent children and young people and young people up to age 25, by providing information, advice and 1:1 support. The role involves telephone, SMS text and email communication, including Live Chat, and may include contacting professionals on behalf of families. This post may occasionally require weekend and/or evening work and very occasionally working elsewhere.

The charity is based in Edinburgh but the Direct Help and Support (DHS) service in which this role sits, covers the whole of Scotland. Our Family Advice Specialists support families and professionals primarily through the use of technology. The post involves hybrid working, working from home and from our office in Edinburgh when required.

Duties

- Working closely with the Direct Help and Support (DHS) Team Leaders and team members to ensure that we respond appropriately to enquiries by assessing extent and priority of need.
- Providing advice and information, offering ongoing emotional and practical support, and identifying appropriate next steps for parents/carers. This will involve the provision of 1:1 support with a personal caseload. It may include making contact with statutory and other relevant organisations.
- Maintain casework records in accordance with best practice, accuracy and to ensure confidentiality in line with the Salvesen Mindroom Centre's policies.
- Participation in Continuous Personal Development in relevant areas to allow growth and confidence within the role.

- As part of the Salvesen Mindroom Centre team, help respond to consultations that may influence statutory organisations as they formulate policy and practice.
- With other team members, collaborate with partner agencies and charities to explore working partnerships.
- Work closely with the Head of Outreach and members of the DHS team to produce evidence-based resources appropriate to our audiences. Previous resources have included "Back to School Toolkit" and "Future Me, digital workbook".
- Support our Fundraiser in collating information for submission of funding applications.
- The post holder will need the flexibility required to be part of a developing team. The ability to adapt to evolving processes and ways of working to deliver the best possible service to the families we are supporting is essential.
- Other appropriate duties as required.

Additional information

The salary range is £25,290 - £28,464 depending on skills and experience. We offer 27 days annual leave, plus 8 days public holidays. The charity operates a contributory pension scheme to which the employer contribution is currently 5%. There is a mileage allowance 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 procedures, including confidentiality and data protection. As a new employee you will be required to successfully complete a 6-month probationary period.

Person Specification

		Essential	Desired
Qualifications	Further qualifications, degree or similar, or relevant working experience	√	
Experience	<ul style="list-style-type: none"> • Experience of working within health, education or social care • Experience of providing support for parents and carers • Experience of providing support to children and young people with additional support needs • 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 neurodiversity including the conditions which may give rise to learning difficulties and how they affect people's lives • An understanding of how Scottish Government, Education and Health and Social care work • An understanding of how the third sector works • Knowledge of multi-agency and inter-agency working 	√ √ √ √ √	

Skills	<ul style="list-style-type: none"> • Ability to work independently and manage your own caseload • Excellent organisational skills and ability to manage time • Excellent communication, presentation and interpersonal skills • Ability to build effective and strong relationships with parents and carers while maintaining appropriate boundaries • Ability to build effective and professional relationships with colleagues, external stakeholders from health, education and partners • Strong IT and office-based skills • Familiarity with the use of databases 	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
Personal attributes and values	<ul style="list-style-type: none"> • Ability to be flexible, and able to adapt to a changing work environment • Ability to work as part of an effective team, and on own initiative • Ability to show empathy and understanding • Ability to remain focussed/calm under pressure 	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	
Other	<ul style="list-style-type: none"> • A satisfactory PVG check (post offer of employment) – ongoing PVG eligibility is a requirement for the role • Valid driving licence and use of a roadworthy vehicle 	<p>√</p>	<p>√</p>