



<b>Title:</b>	Family Advice Specialist
<b>Responsible to:</b>	Direct Help and Support Manager
<b>Line manager:</b>	Team Leader- Parent and Carer Service
<b>Salary:</b>	£25,290 - £28,464 depending on skills and experience.
<b>Location:</b>	Hybrid. Predominantly home-based with potential to work from our Edinburgh office.
<b>Status:</b>	Full time (35 hours), permanent role. Alternative work 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, young people, and their families. Salvesen Mindroom Centre is a charity that champions all forms of neurodiversity and supports all kinds of minds. Our mission is to be a leading centre for change in how we live, work and learn. We achieve this through support, education, and advocacy.

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 parents and carers of neurodivergent children and young people 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:**

- Work closely with the Direct Help and Support (DHS) Team Leaders and team members to ensure that we respond appropriately to enquiries to ensure we deliver a thoughtful and efficient service that meets the needs of the families who contact us.
- Provide advice and information, emotional and practical support, and identify 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.
- Provide advice, information and support to professionals working with neurodivergent children and young people and their families.

- Maintain casework records in accordance with best practice, accuracy and to ensure confidentiality in line with the Salvesen Mindroom Centre's policies.
- Support the delivery of our wider services to parents and carers as required.
- Contribute to the development of our Direct Help and Support Service and participate in relevant projects.
- Provide support and mentorship to students on placement as required.
- As part of the wider Salvesen Mindroom Centre team, help to 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.
- Participate in Continuous Personal Development in relevant areas to promote growth and confidence within the role.
- The post holder will need the flexibility required to be part of a developing team, with the ability to adapt to evolving processes and ways of working to deliver the best possible service to the families we are supporting.
- Other appropriate duties as required.

### **Additional information**

The salary range is £25,290 - £28,464 depending on skills and experience. Applicants will usually be appointed at the first point of the salary scale. 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	Desirable
Education and qualifications	<ul style="list-style-type: none"> <li>• Educated to <b>SCQF Level 8</b> or above in a relevant field (e.g. education, health, social work, law).               <ul style="list-style-type: none"> <li>○ Qualifications may include Higher National Diploma, Diploma of Higher Education, Higher or Technical Apprenticeship at SCQF Level 8, SVQ at SCQF Level 8, or significant equivalent skills and experience.</li> </ul> </li> </ul> <p><a href="https://scqf.org.uk/level-8/">https://scqf.org.uk/level-8/</a></p>	X	
	Relevant and current training and experience in child protection/safeguarding	X	
Experience	<ul style="list-style-type: none"> <li>• Experience of working within health, education or social care</li> <li>• Experience of providing support for parents and carers</li> <li>• Experience of providing support to neurodivergent children and young people</li> <li>• Experience of collaborative working</li> </ul>	X    X	

	<ul style="list-style-type: none"> <li>• Experience of working with confidential personal data</li> <li>• Counselling skills/experience</li> </ul>	X	X
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge and understanding of neurodiversity and neurodivergence</li> <li>• Knowledge and understanding of trauma informed practice</li> <li>• A good understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence)</li> <li>• Knowledge or experience of the interaction between education, health and social care systems</li> <li>• An understanding of how the third sector works</li> <li>• Knowledge of multi-agency and inter-agency working</li> </ul>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
Skills	<ul style="list-style-type: none"> <li>• Ability to build effective and strong relationships with parents and carers while maintaining appropriate boundaries</li> <li>• Ability to build effective and professional relationships both with colleagues and with external stakeholders from health, education and partners</li> </ul>	<p>X</p> <p>X</p>	

	<ul style="list-style-type: none"> <li>• Excellent communication, presentation and interpersonal skills</li> <li>• Ability to manage a case load, providing personalised support for each parent or carer while delivering an efficient service</li> <li>• Ability to forward-plan workload, recognising that unpredicted changes may crop up from time to time</li> <li>• Familiarity with using a database to record details of casework</li> <li>• IT skills</li> </ul>	X	
Personal Attributes	<ul style="list-style-type: none"> <li>• Being open to adapting in order to support the needs of the wider team and the organisation</li> <li>• Ability to remain calm under pressure</li> <li>• Ability to seek help from line manager and/or colleagues when required to ensure you are comfortable delivering your role</li> <li>• Ability to work as part of an effective team, and on own initiative</li> <li>• Ability to show empathy and understanding</li> </ul>	X	
Other	Clean driving licence and use of a roadworthy car.		X

	A satisfactory PVG check (post offer of employment, and an ongoing condition of the role)	X	
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