

Job Description

Job Title	Parent Carer Support Specialist
Team	Direct Support Services
Responsible to	Service Manager
Line Manager	Team Leader: Parent and Carer Service
Salary	£25,290 to £33, 767
Contract	35 hours per week (FT). Fixed-term 1-year contract with continuation subject to further funding. We are open to flexible working.
Location	Hybrid, combining home working, attendance at our Edinburgh office and travel to support parents and carers in person.

Job Purpose

This role supports the parents and carers of neurodivergent children and young people by providing high-quality, person-centred information, advice, and support. Parents and carers contact us about a wide range of topics relating to neurodivergence, including neurodevelopmental conditions, rights and responsibilities, pathways and services, communication with professionals and promoting wellbeing.

The postholder will provide advice and information to parents and carers who contact the service, and further support to identify the goals and outcomes they want and to build a plan to work towards them, using a coaching approach. They will give parents and carers the tools to communicate with professionals and support their children independently, while offering a safe space to reflect on their own wellbeing, using a non-judgemental, trauma-informed approach at all times.

The role mainly involves communication by phone, text and email, and will also include in-person support and attendance at meetings, virtually or in person. The postholder may communicate with professionals on behalf of parents and carers, and will also provide advice and support to professionals working with neurodivergent children and young people and their families.

Our Parent and Carer Service also provides group-based support, and the postholder may facilitate peer support or information sessions, both online and in person. This is a practitioner role within Mindroom's Direct Support Services team, and the service covers the whole of Scotland.

Supporting Parents and Carers

The postholder will maintain a personal caseload, providing:

- High-quality, person-centred advice, information, emotional and practical support to parents and carers, and clear next steps.
- 1:1 support using a coaching approach, helping parents and carers to set goals, build confidence and develop the skills to navigate services and communicate with professionals independently.
- Contact with statutory and other relevant organisations on behalf of parents and carers where required, including attendance at meetings.
- Advice, information and support to professionals working with neurodivergent children and young people and their families.
- Accurate and timely casework records, maintained in accordance with Mindroom's policies and procedures, including confidentiality and data protection.
- Implementation of Mindroom's Safeguarding and Child Protection policies across all areas of work.

Groups, Resources and Service Development

Working with the Team Leader and the wider Direct Support Services team, the postholder will:

- Facilitate peer support and information-based group sessions for parents and carers, both online and in person.
- Support the planning and design of group activities, reflecting what parents and carers have asked for.
- Contribute to the development and production of evidence-based resources appropriate to our audiences.
- Contribute to accurate and timely monitoring and evaluation, including using existing tools and creating case studies.
- Support the delivery of our wider services to parents and carers as required.
- Provide support and mentorship to volunteers and students on placement, as required.

Wider Organisational Responsibilities

- Work closely with the Team Leader and team members to ensure enquiries are responded to appropriately, and the service remains efficient and responsive to families' needs.
- Collaborate with partner agencies and charities to explore and develop working partnerships.
- Contribute to consultations that may influence statutory organisations as they formulate policy and practice.
- Participate in Continuous Personal Development in relevant areas to promote growth and confidence within the role.
- Bring flexibility and adaptability to a developing team, embracing evolving processes and ways of working to deliver the best possible service to families.
- Work independently and on own initiative, while knowing when to seek support from a line manager or colleagues.
- Carry out other appropriate duties as required.

Additional Information

The starting salary is in the range of £25,290 to £33,767 depending on skills and experience. We offer 27 days' annual leave, plus 8 public holidays (pro-rata for

part-time roles). This role is offered as a fixed-term 1-year contract, with extension subject to further funding. The role is full-time, 35 hours per week. We are happy to discuss flexible working.

The charity operates a contributory pension scheme, with an employer contribution currently at 5%. There is a mileage allowance for own car use, in line with HMRC guidance. We have a confidential conversations service in place for all staff, currently provided by Crossreach. A TOIL policy covers out-of-hours work. As a new employee, you will need to successfully complete a 3-month probationary period.

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

This post involves hybrid working, combining home working, attendance at our Edinburgh office and travel to support parents and carers in person, including at meetings and group sessions. Therefore, the ability to travel independently is essential. Occasional evening and weekend work may be required.

Person Specification

Criteria	Essential	Desirable
Qualifications and training		
Educated to SCQF Level 8 or above in a relevant field (e.g. education, health, social work, law, advice, coaching or advocacy), or significant equivalent skills and experience.	✓	
Relevant and current safeguarding and child protection training and experience.	✓	
Experience		
Experience of working within health, education or social care, and of providing support to parents and carers.	✓	
Experience of managing a caseload, providing personalised support for each parent or carer while delivering an efficient service.	✓	
Experience of facilitating peer support or information-based group sessions, online and in person.		✓
Knowledge		
Knowledge and understanding of neurodiversity, neurodivergence and neurodevelopmental conditions, and of trauma-informed practice.	✓	

Criteria	Essential	Desirable
A good understanding of Scottish Government legislation and policy, particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence.	✓	
Knowledge or experience of the interaction between education, health and social care systems, and of multi-agency working.	✓	
Skills		
Ability to build effective and strong relationships with parents and carers while maintaining appropriate boundaries.	✓	
Excellent communication, presentation and interpersonal skills, including the ability to use a coaching approach.	✓	
Ability to build effective and professional relationships with colleagues and with external stakeholders across health, education and partner organisations.	✓	
Ability to use a variety of IT packages including Microsoft 365, and familiarity with using a database to record casework.	✓	
Personal attributes		
Ability to remain calm under pressure, and to seek help from the line manager or colleagues when required.	✓	
Ability to work as part of an effective team and on own initiative, with the flexibility to support the needs of the wider team and the organisation.	✓	
Other requirements		
Valid UK driving licence and use of a roadworthy car, or the ability to travel independently to support parents and carers in person.	✓	

