

Job Description

Job Title	Senior Family Advisor (Hub Lead)
Team	Direct Support Services
Responsible to	Service Manager
Line Manager	Team Leader
Salary	£28,493 to £38,043
Contract	35 hours per week (FT). Fixed-term 1-year contract with continuation subject to further funding. We are open to flexible working.
Location	This role is hybrid, but frequent presence in your geographical area is essential.

Job Purpose

As part of our Whole Family Support Fund programme, we will establish Mindroom hubs in Glasgow, Lanarkshire, Dundee, the Lothians, Dumfries and Galloway, and the Highlands and Islands.

The postholder will co-ordinate service delivery for Dumfries and Galloway providing high-quality, person-centred information, advice and support to families raising neurodivergent children and young people. This is a senior practitioner role within Mindroom's Direct Support Services team.

With support from the Team Leader, the Service Manager, and the Business Development team, the postholder will develop and sustain local networks and partnerships across their hub, track programme activity and outcomes, and contribute to funding development to support Mindroom's strategic growth in the area. The postholder will line manage at least one Family Advisor.

The postholder will provide advice, information, and emotional and practical support to families across a personal caseload, drawing on a non-judgemental, trauma-informed approach. They will also work alongside professionals and partner agencies, facilitate group-based support, and help ensure the programme contributes meaningfully to Mindroom's wider strategic aims.

Programme Co-ordination and Leadership

As a hub lead, the postholder will:

- Co-ordinate the day-to-day delivery of services in the hub, ensuring activities are delivered to plan, on time, and in line with funder requirements.
- With support from their Team Leader, develop and maintain systems for tracking programme activity, outputs, and outcomes, and contribute to interim and final reporting.

- Take the lead on developing and sustaining a local network of partners and stakeholders across the hub area, including statutory services, third sector organisations and community-based groups.
- Represent Mindroom at relevant local forums, multi-agency meetings and partnership events in the hub area.
- Work with the Business Development team to identify and contribute to relevant funding opportunities that support the continuation and development of Mindroom's presence in the hub area.
- Support Mindroom's strategic objective of geographical expansion by helping to embed the organisation's reach and relationships within the hub area.
- Contribute to the development of the Direct Support Service more broadly, including team meetings, service improvement activity, and relevant projects.

Direct Support Duties

The postholder will maintain a personal caseload, providing:

- High-quality, person-centred advice, information, emotional and practical support to families.
- 1:1 support using a variety of approaches, helping families to identify goals, build confidence and develop skills to navigate services and communicate with professionals independently.
- Support and information to professionals working with neurodivergent children and young people and their families.
- Facilitation of group-based and peer support sessions, both online and in person, across the hub area.
- Advocacy and representation at meetings on behalf of families, where required.
- Accurate and timely casework records, maintained in accordance with Mindroom's policies and procedures, including confidentiality and data protection.
- Implement Mindroom's Safeguarding and Child Protection policies across all areas of work, and, following appropriate training, act as Deputy Child Protection Officer (DCPO) when required.
- To provide line management for a Family Support Worker.

Wider Organisational Responsibilities

- Work closely with Team Leaders and team members to ensure enquiries are responded to appropriately, and the service remains efficient and responsive to families' needs.
- Provide mentorship and support to volunteers and students on placement, as required.
- Collaborate with partner agencies and charities to explore and develop working partnerships.
- Contribute to the production of evidence-based resources appropriate to our audiences.
- 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.

- Carry out other appropriate duties as required.

Additional Information

The salary range for this post is £28,493 to £38,043. We offer 27 days annual leave, plus 8 days public holidays. 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.

The charity operates a contributory pension scheme, with an employer contribution currently at 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. A TOIL policy covers out-of-hours work. As a new employee, you will need to complete a 3-month probationary period successfully. Flexible working is available.

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

This post involves hybrid working, with a combination of home-based working, attendance at the Edinburgh office, and frequent travel across the hub area to support families in person, attend partnership meetings and facilitate group sessions. Occasional weekend and/or evening work may be required.

Person Specification

Criteria	Essential	Desirable
Qualifications and safeguarding		
Educated to SCQF Level 8 or above in a relevant field (e.g. education, health, social work, law, community development). Qualifications may include HND, Diploma of Higher Education, Higher or Technical Apprenticeship at SCQF Level 8, SVQ at SCQF Level 8, or significant equivalent skills and experience.	✓	
Relevant and current training and experience in child protection and safeguarding.	✓	
Direct support and casework		
Experience of working within advice, health, education or social care, specifically providing support to families.	✓	
Ability to build effective and strong relationships with families while maintaining appropriate boundaries.	✓	
Ability to manage a personal caseload, providing personalised support for each family while delivering an efficient service.	✓	
Programme co-ordination and leadership		

Criteria	Essential	Desirable
Experience of co-ordinating or leading a programme of work, including tracking progress and contributing to funders' reports.	✓	
Ability to line manage a small staff team, or a willingness to undertake training in this area.	✓	
Partnership working		
Experience of developing and sustaining local networks, partnerships, or multi-agency relationships, including collaborative working across organisations.	✓	
Ability to build effective and professional relationships with colleagues and external stakeholders from health, education, and partner organisations.	✓	
Experience of contributing to fundraising or business development activity, including supporting funding applications.		✓
Knowledge		
Knowledge and understanding of neurodiversity, neurodivergence and neurodevelopmental conditions, and of trauma-informed practice.	✓	
A good understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence), and of multi-agency and inter-agency working.	✓	
Knowledge of the health, education and third sector landscape.		✓
Communication and technical skills		
Excellent communication, presentation, and interpersonal skills.	✓	
Familiarity with using a database to record casework and programme activity, strong IT skills, and experience of working with confidential personal data.	✓	
Other requirements		
Able and willing to travel independently to deliver in-person sessions, including locations where public transport is limited or infrequent.	✓	

