Job Description

Job Title	Family Advisor
Team	Direct Support Services
Responsible to	Service Manager
Line Manager	Senior Family Advisor (Hub Lead)
Salary	£25,290 to £33,767
Contract	35 hours per week (FT). Fixed-term 1-year contract with continuation subject to further funding.
Location	This role is hybrid, but frequent presence in your hub area (in Lanarkshire) is essential.

Job Purpose

As part of our place-based Whole Family Support Fund programme, we will establish seven Mindroom hubs in Glasgow, Lanarkshire, East and Midlothian, West Lothian, Dumfries and Galloway, Dundee, and the Highlands and Islands.

The postholder will work in the Lanarkshire hub, manage a personal caseload, and provide high-quality, person-centred information, advice and support to families raising neurodivergent children and young people. This is a practitioner role within Mindroom's Direct Support Services team.

With support from the Senior Family Advisor, the Service Manager, and the wider Direct Support Services team, the postholder will work directly with families to understand their views and experiences, contribute to resource development, and help ensure the service continues to reflect and respond to what families tell us they need.

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 access to group-based support, and help ensure families get the right support at the right time.

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.

- Direct support to neurodivergent children and young people, alongside their parents and carers.
- Support and information to professionals working with neurodivergent children and young people and their families.
- 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.
- Accurate and timely monitoring and evaluation, including using existing tools and creating case studies.
- Implementation of Mindroom's Safeguarding and Child Protection policies across all areas of work.

Groups, Resources and Service Development

Working with the Senior Family Advisor and the wider hub team, the postholder will:

- Work with the group facilitator to provide group-based and peer support sessions, both online and in person, across the hub area.
- Support the planning and design of group activities, reflecting what families in the area have asked for.
- Work directly with families to gather their views and experiences, ensuring these inform the ongoing development of Mindroom's services.
- Contribute to the development and production of resources and materials appropriate to families, children and young people.
- Contribute to tracking activity and outcomes for the hub, providing information for funder reporting.
- Build and maintain working relationships with local services, schools, community organisations and partner agencies across the hub area.
- Represent Mindroom at relevant local meetings and community events in the hub area.
- Support and work alongside volunteers and students on placement, as required.

Wider Organisational Responsibilities

- Work closely with the Senior Family Advisor 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 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.
- 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 salary range for this post is £25,290 to £33,767. Applicants will usually be appointed at the first point of the salary scale. 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 successfully complete a 3-month probationary period. Flexible working is available.

PVG registration is 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 when required, and frequent travel across your hub area to support children, young people, parents and carers 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 6 or above in a relevant field (e.g. education, health, social work, youth work, information advice and guidance, childcare etc), or significant equivalent skills and experience.	✓	
Relevant and current training and experience in child protection and safeguarding.	✓	
Direct support and casework		
Experience of working directly with families.	✓	
Ability to build effective and strong relationships with children, young people and families while maintaining appropriate boundaries.	✓	
Ability to manage a personal caseload, providing personalised support for each family while delivering an efficient service.	✓	
Group work and resources		

Criteria	Essential	Desirable
Experience of facilitating group sessions or activities for families, both online and in person.	✓	
Creativity and confidence in developing engaging resources and materials for families, children and young people.	✓	
Working with others		
Ability to build effective and professional relationships with colleagues and external stakeholders.	✓	
Experience of working alongside professionals or partner agencies to support families.	✓	
Experience of working collaboratively with families to co-design services or resources.		✓
Knowledge		
Knowledge and understanding of neurodiversity, neurodivergence and neurodevelopmental conditions, and of trauma-informed practice.	✓	
A basic understanding of Scottish Government legislation and policy (particularly The Education (Additional Support for Learning) (Scotland) Act 2004, GIRFEC and Curriculum for Excellence).		✓
Knowledge of the health, education and third sector landscape in your hub area.		✓
Communication and technical skills		
Excellent communication, presentation, and interpersonal skills, including with children and young people.	✓	
Familiarity with using a database to record casework, 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.	✓	

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