

## Regional Manager

### Job Description



- Responsible to:** Head of Family Support
- Job Summary:** Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. The purpose of the role is to manage the provision of a professional service to families and professionals affected by imprisonment, directly line managing and overseeing the work of the family support staff.
- Salary:** Families Outside points 38-41 and updated annually subject to appraisal and where funds allow.
- Hours:** This is a multiple post job description, and as such hours for this role vary. Detailed in individual Terms & Conditions.
- Location:** Locations for this role vary. Detailed in individual Terms & Conditions.
- Probation:** A probationary period of 6 months will apply.
- Holidays:** 25 working days Holidays increasing to 27 days after five years of service per year, plus 10 Public (all pro rata.)
- Pension:** The pension scheme is a Group Stakeholder Pension Scheme. Employees can choose to “opt out” of the scheme, but without doing this means automatic enrolment. Families Outside will contribute 4% to the scheme. Employees choose their own level of contribution. The combined total is required to be at least 7%.

Key accountabilities	Tasks
<p>To provide leadership and guidance to the Families Outside Family Support team.</p>	<p>Provide direct line management responsibility for the family support team.</p> <p>Working closely with the Practice Learning Coordinator, act as a Workplace Supervisor and Link Person to support and supervise students and volunteers involved in the region.</p> <p>With the assistance of HR, provide guidance for the recruitment of new staff, with overall responsibility for induction of any new staff member to the team.</p> <p>Manage family support staff to develop best practice, ensuring individuals perform at their best, through motivating and developing them to achieve high performance and good conduct.</p> <p>Provide clear guidance, instruction, advice, and coaching for the job, ensuring family support staff are fit to practice.</p> <p>With the assistance of HR, ensure that family support staff are well-prepared for their role in terms of training and development needs.</p> <p>Assist Regional Family Support Coordinators (RFSCs) with case management, offering an opportunity to debrief, providing support and guidance, ensuring that caseloads for family support staff remain at a manageable level.</p> <p>Identify and pursue local sources of funding, with support from the Resource &amp; Development team where necessary.</p> <p>Authorise and monitor claims for expenses.</p>

<p>To provide leadership and guidance to the Families Outside Family Support team. (continued)</p>	<p>Work within Families Outside’s management and supervision policies to provide effective support and performance guidance to the family support team.</p> <p>Hold regular staff development sessions and annual appraisal meetings, and feed back to Head of Family Support on any relevant staff or management issues.</p>
<p>Community Engagement /Represent Families Outside</p>	<p>Have an overview and understanding of the Community Planning Partnerships (CPPs/CJPs) within allocated region and attend or support RFSCs to liaise with them in relation to funding and the support to families in their individual Community Justice Outcome Improvement Plans (CJOIPs).</p> <p>Proactively engage with community partners to build effective relationships within the allocated region.</p> <p>Ensure any staff absence (through illness, annual leave, TOIL accrued, or special leave) is covered.</p> <p>Promote and represent Families Outside at relevant fora, external events, and meetings, as agreed with your Line Manager, and attend and represent Families Outside on internal and external groups in order to support families, raise awareness, and develop policy and practice.</p>
<p>Ensure effective communications</p>	<p>Bring to the attention of the Head of Family Support, or in their absence, the Chief Executive, any situation that may compromise the organisation’s position.</p> <p>Manage and chair regular team meetings for the regional family support team.</p>
<p>Influence Policy and Practice</p>	<p>Work with the Chief Executive, the Families Outside management team, and any other relevant bodies to identify priority areas for policy change.</p> <p>With the support of the Policy &amp; Parliamentary Officer, ensure RFSCs are fully briefed on the current policy priorities for Families Outside.</p>
<p>Adhere to Families Outside organisational policies and to work within the aims and objectives of the charity</p>	<p>Attend and participate in staff meetings, including Whole Team Meetings currently held three times a year, and in Families Outside events as required.</p> <p>Assist in statistical monitoring and reporting of outcomes as required.</p> <p>Actively engage in internal and external communications.</p> <p>Attend relevant and appropriate training courses.</p> <p>Adhere to and maintain professional boundaries at all times.</p>

All staff should use the opportunity to seek support and help from the line manager when appropriate and necessary. Regular development sessions will be given, and the opportunity to debrief at other times will be paramount.

All staff are expected to undertake any other reasonable duties as required and appropriate to the role. Additional duties will be to cover unforeseen circumstances or changes in work and will usually be compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

This post may be subject to a disclosure check carried out through Volunteer Scotland. A previous criminal record does not automatically prevent someone from qualifying for this post. Each case will be assessed on its own merits.

Person Specification - Selection Criteria	Essential	Desirable
<b>Education</b>		
Relevant professional qualification (e.g. management/social work/ social care.)		*
<b>Previous Experience</b>		
Experience of working in family support.	*	
Experience of working with disadvantaged or vulnerable groups.	*	
Experience of managing staff and providing supervision.	*	
Experience of working with partner agencies.	*	
Some knowledge of the criminal justice system.		*
<b>Skills and Ability</b>		
Good negotiation, communication, and interpersonal skills.	*	
Ability to understand and empathise with the needs of families affected by imprisonment.	*	
Skills in information gathering, analysis, and interpretation.	*	
Excellent communication skills, written and oral, including accurate spelling and grammar and the ability to present with confidence.	*	
Strong leadership skills, including performance management, training, and team development.	*	
Experience in setting and maintaining professional boundaries.	*	
Ability to work independently and as part of a team.	*	
The ability to deal with work pressures, exercise sound judgement, manage time effectively, meet deadlines, to organise and set priorities for your own work and for the work of others.	*	
Excellent computer literacy.	*	
Valid driving licence and access to a car for work purposes.	*	
<b>Personal Qualities</b>		
Understand and demonstrate commitment to the aims and values of Families Outside, in particular to the principles of equal opportunity and diversity.	*	
Willing to work flexibly and professionally to meet the needs of the organisation.	*	
Willingness and ability to work occasional unsocial hours and to travel across Scotland to participate actively in relevant meetings and events.	*	
Able to work under pressure and think innovatively about how best to use limited resources to come up with new ways to support children, young people and families.	*	
Self-aware, regularly reflecting on your work and its impact on your target audiences.	*	
Non-judgemental, approachable and reliable, calm attitude, and able to maintain confidentiality and personal boundaries.	*	
Willing to undertake relevant training and commitment to personal development.	*	
Open to learning from others and willing to share knowledge as appropriate.	*	