

Job Description

Family Outreach Worker Promise Partnership Project - Youth Justice & Rights Mediation and Support Service



The Promise

Fixed term to 31st March 2025

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our mission: To tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Compassion | Respect | Integrity | Innovation

Read more about us and our values

1 General

About the Promise Partnership Project

The Promise Partnership Project will see Cyrenians Mediator's and Family Outreach Workers operating across East Lothian and Midlothian, working with young people, including those who are neurodivergent, who are in residential or kinship care. Working alongside local authority, criminal justice and third sector partners our innovative approach will see us provide whole family support and mediation, enabling young people to be looked after at home or with kinship carers where possible, and avoid further involvement with the criminal justice system.

About the service

Cyrenians Mediation & Support service has been offering mediation and support to families in Scotland since 2006. We know family breakdown is the main cause of youth homelessness in Scotland, which is why we endeavour to ensure every young person we work with has a safe home environment and the strong relationships that make this possible.

We are staffed by a highly passionate and trained team that strive to help young people and families understand, and experience their rights, and create positive family relationships.

About the role

Cyrenians' Family Outreach Workers work with young people and their parents, carers and/or guardians to provide one-to-one support around a variety of topics, such as: developing positive communication skills within key-relationships; engagement with education and work; and supporting emotional regulation. Another key aspect of the role is to address and resolve conflict within the home and support the family to engage with a Cyrenians Mediator, where appropriate.

We work with clients who experience a varied and dynamic set of challenges, including involvement in the criminal justice system, substance abuse, those in the care-system and those with adverse childhood experiences. We work without judgement, offering an impartial and neutral space for families to talk, express feelings, come to agreements and reach shared understanding.

Our flexible and person-centred approach means we often work within family's homes, in local-community spaces, at times that work for them. Whilst online and telephone mediation is offered to our clients we find that most benefit from face-to-face meetings.

Family Outreach Workers work in partnership with a Cyrenians Mediator on each case. This innovative partnership approach is known as the "The Amber Model" and recognises that there may be practical and emotional barriers to mediation, that can be overcome with additional support. This dedication to partnership working requires strong relationship building skills and a commitment to working transparently and collaboratively.

2 Tasks and Responsibilities

Working with young people and families

- Offer person-centred 1:1 support to young people and their families who are experiencing relationship breakdown
- Identify support needs through our referral process and initial meetings
- Review support plan with clients on a monthly basis, to ensure that it is tailored to their needs
- Encourage families to participate in the mediation process, where appropriate
- Co-deliver conflict resolution workshops in secure centres
- Monitor clients progress and keep up-to-date case notes, ensuring all paperwork is completed

Working within the Mediation and Support Team

- Build strong relationships and effective communication with Mediators to provide the highest quality service, ensuring clients' needs are met

- Attend and contribute to peer support sessions with your fellow Family Outreach Workers
- Participate in team meetings and contribute to project updates
- Attend six-weekly 1-to-1 meetings with your line manager to discuss your work needs, caseload, progress, and development opportunities

Other

- Maintain a working knowledge of organisations and opportunities in our areas of work for the purposes of signposting
- Occasional attendance at professional meetings and case conferences
- Build and maintain professional relationships with relevant stakeholders.

3 Personal Specification

Knowledge and Experience	
Experience of working with young people and families	Essential
A good understanding of the role mediation and family support plays in preventing homelessness	Essential
Knowledge of the issues that affect young people and their families	Essential
Knowledge of young people organisations, particularly in East and Midlothian	Desirable
Knowledge of criminal justice system in relation to young people	Desirable
Experience of using monitoring and evaluation systems	Desirable
Skills and Attributes	
Strong relationship building skills	Essential
Able to support, and work well in, a diverse team	Essential
Able to work flexibly and respond to emerging situations	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Family Outreach Worker
<u>Workplace:</u>	Cyrenians head office in Edinburgh, with travel to East and Midlothian as required
<u>Working Hours:</u>	21 hours per week
<u>Annual Leave:</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£25,101 - £27,907 per annum pro rata (scale points 20 to 24).

	This equates to £14,246 per annum for a 21-hour week at SCP20
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Duration:</u>	Fixed term until 31 st March 2025
<u>Disclosure:</u>	PVG membership for adults and children required

5 Application Deadline and Interview Dates

<u>Closing date:</u>	12 noon on Monday 6 th May 2024
<u>Interview date:</u>	Week beginning 13 th May
<u>Second stage:</u>	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.