

Job Description

Family Outreach Worker

Keeping Families Together with Cashback for Communities Mediation and Support Service



Fixed term to 31st March 2026

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

1 General

About the Keeping Families Together project

Our 'Keeping Families Together' project, launched in 2020, supports young people aged 12+ in secure care accommodation and their families at the point of admission, and those who are in the process of returning home. Building on our award-winning 'Amber' model of mediation and support, we offer 1-to-1 support from skilled mediators, practical support for each family member, and conflict resolution workshops. Through this we help build positive relationships, promote better communication, and reduce the potential for future conflict and its further consequences.

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 promote mediation and support the family to engage with a Cyrenians Mediator, where appropriate.

We work with people 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 who have experienced past trauma. 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 the people we support, we find that most benefit from face-to-face meetings.

As a national project working alongside Scotland's four Secure Care Centres, you will be required to travel across Scotland. The secure units are based in Rossie (Montrose), St Mary's (Glasgow), Good Shepherd Centre (Bishopton), Kibble (Glasgow).*

Family Outreach Workers work in partnership with a Cyrenians Mediator with each family. 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
- Create and review support plan with young people and family members monthly, to ensure that they are tailored to their needs
- Encourage families to participate in the mediation process, where appropriate
- Co-deliver conflict resolution workshops within Secure Care 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 people's 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 and reporting
- 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
- Attending professional meetings and case conferences preparing young people and families to attend and participate in these meetings
- 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 organisations that offer support to young people and families	Desirable
Knowledge of criminal justice and the care system in relation to young people and their families	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

*As this role involves travel, including to areas difficult to reach by public transport, a valid driving licence and access to own vehicle would be preferable.

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 nationally as required
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£25,352 - £27,907 per annum pro rata (scale points 20 to 24).
<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 2026
<u>Disclosure:</u>	PVG membership for adults and children required

5 Application deadline and Interview dates

<u>Closing date:</u>	12 noon on Monday 28 th April 2025
<u>Interview date:</u>	week beginning 5 th May 2025
<u>Second stage:</u>	TBC

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