

Support & Information Services Worker

An exciting opportunity has become available to join our Support and Information Services team. We are looking for TWO motivated and confident individuals to join our established team in offering support via our Helpline to families across Scotland who are experiencing having a relative in prison.

Role Summary

Hours: 21 hours per week (0.6 FTE) and 14 hours per week (0.4 FTE)

Contract: Funded through the Scottish Government Whole Family Support Fund through March 2027 in the first instance, with extension through March 2029 to be confirmed with the Scottish Government Budget

Starting salary: Families Outside Scale Points 25-28 and updated annually subject to appraisal and where funds allow. Starting salary £26,327 pro rata (0.6 FTE = £15,797; 0.4 FTE = £10,531)

Probation period: 6 months

Staff Benefits

- 25 flexible leave days plus 10 public holidays
- 4% matched contribution workplace pension scheme
- Hybrid & flexible working
- Employee Assistance Programme (Health Assured)
- Cycle to Work Scheme
- Laptop and mobile phone for all staff

The Role

Joining a welcoming and friendly team, you will be involved in providing support and offering information on our national Support & Information Service (Helpline) through a range of methods, primarily phone calls, email, and social media.

Our Helpline is an integral part of Families Outside and is the first stop for many families who are looking to utilise our services and access support. You will have the important job of communicating directly with families and those seeking information on the work we do.

You will also have the opportunity to be involved in developing resources for families, working alongside the Communications Manager on various projects.

About You

We are looking for people who can work as part of a team, are organised, have experience of using different communication channels, and have an interest in helping vulnerable or marginalised groups.

We are looking for individuals who:

- Have excellent communication skills
- Can work effectively within a team
- Can work independently and flexibly and enjoy a varied role
- Can demonstrate a strong understanding and commitment to our organisational mission and values

About Us

Families Outside is the only national charity in Scotland that works solely to support families affected by imprisonment. Imprisonment can often have a huge impact on the things that matter most to

families: money and secure housing, safe and connected relationships at home and in the community, and the emotional health and wellbeing of families. Families Outside is dedicated to providing a range of practical, social, and emotional support to people with someone in prison that are relationship-based, prison-aware, and family-focused.

How to Apply

You can find further details and download our application and equal opportunities monitoring forms from our website

<https://www.familiesoutside.org.uk/about-us/recruitment/support-and-information-services-worker/>.

Please submit your application in Word format to HR@familiesoutside.org.uk. Please do not convert it to a PDF.

Closing date for applications: Tuesday 29th September, 12 noon

Interview date: In our Glasgow office, Thursday 8th October

Interviews will be held in person in our office at 2, The Pearce Institute, 840-860 Govan Road, Glasgow G51 3UU. If you require support to take part, please contact hr@familiesoutside.org.uk.