

FAMILY TIME ORGANISER

Job Description and Person Specification

JOB DESCRIPTION	
<p>AVENUE:</p> <p>Avenue is a charity, based in Aberdeen, that provides support to families and individuals across the North East of Scotland, with a focus on relationships, wellbeing and children. We offer a range of services to encourage personal growth, strengthen relationships, promote family wellbeing, support children and enable healthy environments for all. We are working towards a world in which happy, healthy people enjoy harmonious and respectful interactions in all aspects of their lives.</p>	
<p>VALUES:</p>	<ul style="list-style-type: none"> • Effectiveness • Integrity • Respect • Credibility • Innovation • Independence
<p>AIMS:</p>	<p>To facilitate sessions in Avenue’s Family Time centres for families’ that no longer live together.</p> <p>Working alongside the Family Time team to help provide a safe, welcoming, neutral and child-friendly environment where families can spend time together.</p>
<p>MAIN DUTIES:</p>	<p>Ensure that all individuals using the service are treated with respect and integrity.</p> <p>Ensure the safety, well-being and protection of all families.</p> <p>Support the Family Time team across all Avenue’s centres.</p> <p>Effectively manage a varied caseload, keeping all case notes and data requirements up to date, supporting administration systems and colleagues as required.</p> <p>Efficiently scheduling all Family Time sessions for Avenue’s centres.</p>

	<p>Co-ordinate reminder notifications for Family Time sessions on a weekly basis, managing cancellations accordingly.</p> <p>Communicate clearly and timely with individuals using the service and with Avenue colleagues.</p> <p>Supporting the administration team with other duties as directed by Senior Leadership.</p> <p>To participate in team meetings, training and other Avenue events.</p> <p>To undertake all training as required in order to meet the demands of the role.</p> <p>To ensure compliance with Avenue's processes, policies and procedures, in particular Data Protection, Confidentiality, Safeguarding and Child Protection, Equality and Diversity, and Professional Boundaries.</p> <p>To undertake any other reasonable duties, as requested by your Line Manager.</p>
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PERSON SPECIFICATION	
REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS	ESSENTIAL / DESIRABLE
Experience of working in a similar busy hands-on administrative role, including establishing and maintaining general office procedures	E
Ability to work as part of a busy team, with internal stakeholders at all levels, but also to work on own initiative	E
Excellent interpersonal and communication skills, both written and verbal	E
Ability to be adaptable, responding positively to change	E
Excellent IT skills, in particular Microsoft Office 365, and experience of maintaining a contact database.	E
Experience of managing a varied caseload ensuring deadlines are met	E
Understanding of the importance of safeguarding and child protection	E
Understanding of trauma, how it might impact on children and families, and how it influences Avenue's practice	E
Relevant experience of working in a professional capacity in a trauma-informed environment	D
Relevant experience of working in a professional capacity with children and/or families	D