



JOB DESCRIPTION and PERSON SPECIFICATION

JOB TITLE: Family Support Manager – 37.5 hours per week

PAYSCALE: NJC Scale 39 - 41

BASED: Dry Arch Sure Start – Dungiven and Limavady

RESPONSIBLE TO: Executive Director

JOB PURPOSE:

The Family Support Manager holds a key leadership role with the Dry Arch Children's Centres having operational oversight of all Family Support Services, including co-ordination of the Early Intervention Family Support HUB. The Family Support HUB is critically dependent on forming, maintaining and further developing a range of relationships with sixty plus partner agencies. This also involves leadership of the Family Support HUB management group.

The role includes; overseeing the Family Support plans for individual Families to ensure their complex needs are met in an effective, timely and co-ordinated manner; Supervision of Dry Arch Family Support, Youth Mentoring and other dedicated staff which ensures quality of service, and enhances staff members skills, knowledge and values.

KEY AREAS OF RESPONSIBILITY

1. Management and Supervision

- To recruit, support and manage the Family Support Team, including volunteers and students to ensure best possible standards of service delivery to meet agreed outcomes.
- To ensure that all appropriate checks, training and risk assessments are carried out to adhere to current Safeguarding and Health and Safety regulation
- To be responsible for the day to day line management of the Family Support Team rotas, annual leave allocation and authorising monthly timesheets etc.
- To be responsible for relevant staff in maintaining all records both manual and computerised including the Family Star model.
- To promote multi-disciplinary team work and respect for all.
- To foster communication and co-operation between all members of the team.



- To provide regular high quality effective supervision, including providing relevant development opportunities to staff and volunteers.
- To proactively manage matters relating to capability or performance where appropriate.
- To collaborate with colleagues across the department and organisation.
- To further develop induction and relevant materials where appropriate.
- To implement, review and further develop Dry Arch Children's Centres staff policies and procedures.
- To ensure all resources are used to best effect.

2. Safeguarding

- To provide management and leadership to the organisation in relation to all safeguarding issues, including lead designated officer responsibilities.
- To promote and ensure the safeguarding of all Children for whom Dry Arch SureStart, Family Support, Family Support HUB, Day Care and other services are responsible.
- To provide professional leadership to ensure staff are supported in the delivery of consistent and high standards of care.

3. Working with and Supporting Stakeholders

- To improve outcomes for Children, Young People and Families through the delivery and co-ordination of Dry Arch and other Family support services.
- To implement and review the use of Family Star methodology in all support services.
- To promote Safety in Partnership, Model of Attachment Practice and Adverse Childhood experiences methodologies in all Dry Arch Family Support Services
- To manage the Dry Arch Family Support HUB including leadership of its management group.
- To work collaboratively with other agencies as appropriate, participating in Case Planning, Case Conference, Looked-After Children, Multi-Agency support team and other inter-agency reviews including providing reports for same.
- To nurture the partnership between The Dry Arch Children's Centres, Families, the community and partner agencies, recognising the pivotal role of Families in developing integrated services that meet their needs.
- To ensure that the organisation has a clear and consistent approach to monitoring and evaluating work with Children and Families so that policy and practice can be systematically reviewed and improved and a body of evidence is available to demonstrate positive impact
- To Safeguard and promote the welfare of all Children, particularly those most vulnerable in collaboration with statutory and other agencies.



- To Develop and support inter-agency working through the Family Support HUB which will bring together service users and partner organisations in planning, monitoring and evaluating.

4. ACE Aware – Trauma informed practice

- Identify and coordinate trauma informed and other best practice trainings for relevant staff and partner agencies.
- Support the development and implementation of a plan to address the trauma informed care needs of Families and build on identified strengths.
- Provide leadership for the development and promotion of Adverse Childhood Experiences (ACE)–awareness to promote trauma-informed and strength-based approaches in schools and communities.
- Address specific issues with the Family Support Team to ensure all assessments and interventions offered are infused with client-centred, trauma informed care practices.

5. Health and Safety at Work

- To ensure the health, safety and welfare of staff and volunteers
- To ensure that the team are aware of and comply with Fire and Safety Regulations
- To ensure all team members attend mandatory training.
- To be responsible for ensuring reporting of incidents, development of action plans and shared learning. When requested to, co-operate with any investigation undertaken.

6. Equality and Diversity

- Work collaboratively with colleagues to challenge behaviours that undermine equality and diversity, privacy and dignity.

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7. Professional Responsibility

- To accept responsibility for maintaining membership, accreditation and registration with relevant professional body.
- To maintain own personal and professional development.
- To maintain professional competence and attend relevant study opportunities in agreement with the Executive Director.

8. Role Demands

- The role requires the post holder to work within recognised guidelines, progressing a variety of activities and working independently, making decisions on own initiative.



- To build up a relationship with Children, Young People and Parents in order to provide a caring environment and maintain the children's welfare.
- The work will involve exposure to people/situations which occasionally place emotional demands on the job holder due to the experiences and circumstances of many of our Children and Families.
- To be responsible for supporting, developing, implementing and maintaining the safe and effective delivery of care in Family Support Services, including the management of incidents and identification and management of risk.
- To Participate in Dry Arch Senior Management strategic planning and other meetings.
- To complete funding applications, prepare accountability reports, as assigned by the Executive Director.
- To participate in the planning and delivery of promotional events and activities.
- To prepare regular Accountability reports to the Dry Arch Board of Director, Chief Executive Director, as required.

9. Policies and Procedures

To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection; and follow correct reporting procedures.

This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.



PERSON SPECIFICATION

1. Education and background

(ESSENTIAL CRITERIA TO BE MET AT SHORLISTING)

- Third level education with a recognised professional qualification in a relevant field and evidence of a commitment to continued learning and professional development.
- A minimum of 2 years' experience of managing services to Children and their Families including management and leadership of staff, Children's learning, development and budgets.
- Proven experience of continuous improvement of services for children and their Families in partnership with a wide range of partners.

2. Skills and Abilities

(ESSENTIAL CRITERIA TO BE MET AT SHORTLISTING)

- Ability to produce reports for presentation at all levels and monitor programme delivery against objectives and targets.
- Demonstrable ability to communicate clearly and professionally through a variety of mediums with Parents/carers, Children and professionals and excellent verbal, listening and presentation skills, including IT skills.
- Ability to identify and explore funding opportunities and other sources of support to further the delivery of Family Support Services in the area.
- Good general IT skills and knowledge of using email, spreadsheets, word processing and databases to produce statistics, reports and monitoring information.
- Ability to work under pressure, prioritise and meet tight deadlines.
- Willingness and ability to be flexible and occasionally work evenings and/or weekends.
- Drivers licence and access to a car

3. Knowledge and Experience

(ESSENTIAL CRITERIA THAT MAY BE ASSESSED DURING THE INTERVIEW)

Corporate

- To be able to evidence The Dry Arch Children's Centres values at all times, which underpin our mission of "building stronger Families" by:-



- Being people focused
- Reflecting a “can do” approach
- Striving for Excellence in everything we do
- Having Mutual respect for everyone we work with, work for and support through our services.

Building Relationships

- Ability to establish effective working relationships with a wide range of agencies and individuals, including Parents and Children.
- Demonstrate the ability to establish and sustain a broad range of professional partnerships and engage and consult effectively with Parents, agencies and communities through highly effective collaboration and communication skills.
- Demonstrable experience of providing effective leadership, managing conflict and using negotiation skills where necessary.
- Excellent communication skills with the ability to influence the actions of others and communicate information which may be complex.

Working practice

- Knowledge and understanding of integrated working practices and the range of services and agencies to involve.
- Knowledge and understanding of legislation and statutory guidance relating to managing an organisation, including equalities, Health and Safety, Financial management, and an understanding of current legislation, policy and research about the educational, development, health and social care needs of children, young people and their families.
- Knowledge and understanding of the principles of reflective practice and evaluation, and experience of providing high quality supervision.
- Knowledge and safeguarding of Child Protection procedures and working together to safeguard Children and ability to work in accordance with local and organisational Child Protection and Safeguarding policies and procedures.
- Knowledge and understanding of how to create and sustain an inspiring learning culture and of effective individual and group development through practices such as mentoring, coaching, work shadowing etc.
- Significant experience of managing the delivery and development of Child and Family support services in the statutory or on-statutory sector.
- Experience of working in partnership with external bodies or agencies, to achieve positive outcomes for Children, Young People and their Families.
- Experience of managing projects and service development.
- Experience of working within the Early Years, Family Support, Family Centre or Child Health System.



- Experience of effectively managing/leading staff to deliver a client focused service.
- Demonstrable experience of monitoring and managing budgets effectively to deliver a service within available resources.
- Experience of negotiation at a senior level.

Working with Children and Families

- Experience of working within a community multi-agency setting using participatory and community development methods to enable Parents, carers and the wider community to participate in and influence the management and delivery of services.
- Understanding of the needs of Parents, Young People and Children, and the impact of disadvantage and social exclusion and a commitment and willingness to promote inclusion and equality of opportunity for all.
- Understanding of current legislation, policy and research about the educational, developmental, health and social care needs of Children Young People and their Families.
- Demonstrable experience of change management and a dynamic approach to developing the service.
- Demonstrable empathic and sensitive interpersonal skills, tact and discretion

4. Desirable skills

- Working knowledge of trauma informed theories, principles and practices, including multi-faceted understanding of concepts of developmental, intergenerational, historical and community trauma.

This post is classed as having a high degree of contact with children or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974. Employment to this post will be subject to an enhanced criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. You are also required to confirm whether anyone in your household is disqualified from working with children and vulnerable adults.