

## ROLE DESCRIPTION

Safe Families is a Christian and community based charity that seeks to empower empower local volunteers, predominately from the church, to support isolated children, families and care leavers in crisis.

We're a fast growing team of 130 staff nationally, working in a range of partnerships with schools and over 40 local authorities across the UK. We are supporting 4,600+ volunteers to offer hope and practical help to those in need, and to enable positive relationships and connections, because everyone deserves to belong.

<b>Role:</b>	<b>Senior Family Support Manager</b>		
<b>Location:</b>	Central Region - can be based across the region but must be able to commute to the Nottingham office for a minimum of 2 days per week	<b>Hours:</b>	0.8 – 1 FTE <i>(32-40 hours per week)</i>
<b>Job Type:</b>	Permanent	<b>Start Date:</b>	September 2021
<b>Reports to:</b>	Helen Crandley, Central Region Programme Director	<b>Pay:</b>	£33,000 - £38,000 <i>(Pay dependent on FTE, qualifications and experience)</i>

### Role summary:

The Senior Family Support Manager (SFSM) is a critical leadership role in the region which has oversight for all safeguarding and risk decisions relating to delivery of family support, and provides regional quality assurance for all family support. This requires extensive experience of working with children and families in crisis, and in-depth knowledge and application of safeguarding principles and processes. The SFSM will be a key holder of relationships with our partners in local authorities and schools, and will contribute to the strategic growth and development of the region. The SFSM will work closely with the National Director of Safeguarding and Quality Assurance. The SFSM will lead, support and empower a team of Family Support Team Leaders across the three hubs in the region. We are looking for a candidate with significant leadership experience, wisdom and maturity, who is able to coach and encourage this team.

This year the Central Region team will be providing support to approximately 550 families with 1200 children, alongside 30 care leavers and 20 women who have had children removed, by connecting them with support from up to 1600 volunteers.



The region is made up of three hubs;

**Central West** – based in Dudley and serving communities across Birmingham, Dudley and Sandwell.

**Mid-Central** – based in Nottingham with a smaller office in Leicester and serving communities in Nottingham, Derby, Leicester, Nottinghamshire and Sheffield.

**Central East** – based in Lincoln with a smaller office in Grimsby and serving communities across Lincolnshire and North East Lincolnshire.

## Role responsibilities:

### 1. Team leadership

- Taking a lead in fostering and investing in healthy, honouring and collaborative relationships, modelling our value-based culture across the region
- Providing essential leadership and coaching of the Family Support Team Leaders including regular supervisions
- Being emotionally intelligent, balancing high levels of support with having challenging conversations when needed
- Working closely with Family Support Team Leaders and Senior Community Volunteer Managers to ensure they are providing appropriate levels of support that foster wellbeing in their hub teams
- Line management of the Regional Referrals Manager
- Ensuring operational unity across roles

### 2. Safeguarding and Quality Assurance

- Being the overall safeguarding lead for the region, supporting Family Support Managers and Family Support Team Leaders to deal with safeguarding concerns appropriately, and making forward referrals when necessary.
- Having lead responsibility for ensuring that family support is delivered to a high quality and is meeting key performance indicators within all Local Authorities and School partnerships.
- Having management oversight of and contribution to the Volunteer Approval Panel, involving peer review of assessments, references and/or blemished DBS's for complex volunteer applicants, and assisting with the decision-making regarding as to whether volunteer applicants are given clearance to begin working with children and families.
- Monitoring and evaluating service provision through the regular feedback of families and referrers including through the Voice of the Child.
- Assisting the Programme Director in responding to potential allegations swiftly and appropriately.
- Ensuring all services are delivered in accordance with principles of equality of opportunity.

### **3. Service improvement, training and development**

- Attending and contributing to the National SFSM group, cascading information and leading areas of development as appropriate.
- Leading on staff training and development within the regional FST, disseminating and encouraging good practice.
- Being involved with and monitoring the delivery of regular, high-quality training events to volunteers.
- Running a cycle of continuous improvement mechanisms including case audits.

### **4. Referral quality and flow**

- Jointly determining eligibility and suitability criteria for incoming referrals alongside Local Authority and school partners.
- Working closely with the Referrals Team to ensure:
  - Risk and safeguarding considerations are assessed well to ensure the smooth running of the referrals process.
  - Referrals are responded to at every stage of the process within timescales wherever possible. This includes the time between the e-referral being received, assessed, accepted, the family being visited, matched, linked to volunteers and the support being reviewed regularly.
  - Allocation of cases to Family Support Managers is appropriate
- Proactively identifying and responding to referral patterns and trends, taking action which is appropriate to the requirements of the contract and the capacity of the Family Support Team.

### **5. External Partnership Management**

- Ensuring that relationships with gatekeepers and operational leads within Local Authorities and schools are healthy and that communication is regular, honest and responsive.
- Alongside the Family Support Team Leaders and the Programme Director, having responsibility for providing timely and appropriate reports to Local Authority and school partners and attending partnership and contract monitoring meetings in accordance with their needs.
- Producing written quarterly reports for partners in collaboration with the Family Support Team Leaders and the Programme Director.
- Contributing to annual evaluation reports including estimation of cost savings where needed.
- In collaboration with the Programme Director, delivering Safe Families' strategic approach to expansion and promotion of service and responding to commissioning opportunities in the region.

## 6. Additional responsibilities

- When required, producing written reports to colleagues, the Trustee Board and key stakeholders as directed.
- Participating in the wider team life of Safe Families, which will include out of hours events such as volunteer evenings and training days, and providing cover for an on-call rota.
- Being a champion for the compassionate ethos of the charity, which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
- Taking an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events, and helping Safe Families connect with local businesses.
- Any additional responsibilities as determined by the needs of Safe Families, in line with the post holder's position.

## Person specification:

### Requirements

#### 1) In all interactions and service, to model the values of Safe Families:

- Love. ***Loving abundantly*** – Supporting with hope, generosity and dignity.
- Belonging. ***Building community*** – Establishing positive relationships that bring security and connection.
- Faith. ***Trusting Boldly*** – Believing for lives transformed and in a God who can do more than we can ask or imagine.
- Empowerment. ***Enabling potential*** – Confident everyone has the ability to thrive
- Humility. ***Serving together*** – We know we can't do it alone, so we invest in strong, honest and honouring partnerships

#### 2) Characteristics to be evident:

- A genuine love for people and a desire to see them thrive
- Confidence and compassion as a leader and coach; strong in empathy, encouragement and discretion
- A personal Christian faith which inspires others to live in a faith-filled way
- A deep commitment to hope, the vision of Safe Families and the role of the church
- Professional curiosity; a willingness to challenge and be challenged

## Role requirements: Essential

### Experience

- 👤 Experience of working with children and families in a community setting and managing a demanding caseload.
- 👤 Demonstrable excellence in assessment and analysis of need and risk within the field of social care and the management of plans to address these.
- 👤 Significant experience in leading teams and other leaders well and coaching them through periods of change
- 👤 Experience of successfully working with volunteers in any setting

### Knowledge and understanding

- 👤 Clear knowledge of current research and good practice standards in relation to children and families, in particular with regards to achieving positive outcomes and promoting their welfare
- 👤 Detailed knowledge of the latest Safeguarding frameworks for working with children and families, children's services legislation, guidance and regulations and knowledge of Charity Commission safeguarding expectations.
- 👤 Good understanding of local authority childrens services; structures and mechanisms
- 👤 Understanding of Trauma Informed Support and the benefits of Therapeutic Parenting

### Competencies

- 👤 Highly organised and efficient
- 👤 Ability to prioritise, think quickly and work well under pressure
- 👤 Ability to analyse information and make sound safeguarding decisions
- 👤 Ability to maintain clear and accurate records
- 👤 Ability to encourage confidence in others, modelling wisdom and maturity
- 👤 Ability to present the Safe Families model clearly to many different types of groups, including senior School and Local Authority leaders
- 👤 Ability to communicate confidently and succinctly in verbal and written communications
- 👤 Ability to facilitate the understanding of Safe Families by other agencies and to build partnerships with others both organically and intentionally
- 👤 Ability to work collaboratively and effectively with the team and wider national team when planning and developing the service
- 👤 Ability to manipulate data confidently to identify trends
- 👤 Excellent administrative and IT skills including the use of Microsoft Office, Microsoft Excel, Microsoft Outlook, and ability to learn additional systems including Slack (internal communication system) and the Safe Families database.
- 👤 Able to drive and with own transport

## Role requirements: Desirable

- 👤 Experience and understanding of how local needs, church and community networks, existing services and agencies can work well together.
- 👤 Excellent existing connections and relationships with schools, Local Authorities and churches across localities in the region.
- 👤 Accredited professional status in health or social care or a related field eg CQSW, DipSW, CSS, PQCCA
- 👤 Current registration with Social Work England, the HCPC, or equivalent such as The Care Inspectorate (SCSWIS), BACP, ACC, UKCP

## Further notes:

### **Safeguarding**

Completion of the recruitment process would involve the candidate being screened through an Enhanced DBS check.

### **Occupational Requirement (OR)**

This post has been identified as having an “occupational requirement” under Schedule 9, Part 1, paragraph 1 and 3 of the Equality Act 2010 where it is a requirement that this post be filled by a Christian (currently active and committed to the Christian faith). All candidates must evidence they support the vision and values of the organisation.

**Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates.**