



ROLE DESCRIPTION

Background to Safe Families

Safe Families is a Christian, community based charity that seeks to empower local volunteers, predominately from the church, to engage with those most at need. We exist to create relationship and connection, offering support, hope and belonging to improve the lives of those in our communities, because everyone deserves to belong. Working hand-in-hand with Children's Services and local authorities, we link children, young people and families with local volunteers who can offer help and support. Working with a large volunteer base Safe Families assists families in crisis by offering remote support, respite care to children and befriending to isolated parents and carers.

Title:	Family Support Manager (FSM)		
Location:	West Cumbria	Hours:	Full Time / Part Time considered
Reports to:	Senior Family Support Manager	Pay:	£25k-30k* FTE
Start date:	September 2021	*depending on qualifications and experience	
Role type:	Permanent		

Role summary:

The Family Support Manager is a key staff role which involves working with families referred by a Local Authority and facilitating support from volunteers recruited from the local church and community. Your responsibility would be to work with the wider team supporting families across West Cumbria.

You would be involved from initial referral through to official closure of a case, including risk assessment of a family's situation, identifying goals, matching and introducing volunteers, providing on-going mentoring and support to volunteers, and deciding when outcomes have been achieved. Your objective is to help support families navigate challenging circumstances through connecting them into local volunteer based, sustainable support.

The role requires experience of working with vulnerable people and groups, and knowledge and application of safeguarding principles and processes. It is an incredibly exciting role where you would have the privilege of seeing how the simplest of actions, often from dedicated volunteers, really can bring hope and transformation to families and care leavers.

You would be part of the North East and Cumbria team which is part of the Safe Families North region.

Responsibilities:

1. Overall case management for families receiving support.
2. Meeting with and families in their own homes to assess their needs to agree a solution focussed support plan.
3. Encouraging and motivating engagement from families.
4. Regularly reviewing progress as a result of Safe Families intervention and capturing evidence of impact.
5. Regularly updating referrers with the progress of referred families.
6. Providing guidance, direction and empowerment to volunteers delivering support.
7. Supervising the case progress, ensuring good relationships between families supported and the volunteers who are providing support.
8. Daily problem-solving relating to the ebb and flow of cases and a wide range of issues that may arise.
9. Being a safeguarding point of contact for the area, dealing with concerns raised by volunteers and escalating referrals when necessary.
10. Promoting the work of Safe Families to referring teams within Cumbria, establishing good working relationships and a steady flow of appropriate referrals.
11. Working with the Community Volunteer Manager to promote partnerships with churches, community groups and other services to ensure that families can access appropriate ongoing local support.
12. Creating and maintaining accurate and secure records including frequent, good quality case notes.
13. Communicating requests for support to the volunteer base, seeking to find appropriate volunteers to match with families in need.
14. Ensuring all administrative duties are completed effectively, including document preparation, scanning and uploading, consent and information forms.
15. Producing written reports and case studies where appropriate.
16. Working with the Regional Referrals Team to support the overall smooth running of the referral process within the Safe Families office.
17. Assisting in the organisation and delivery of regular, high-quality training and events to volunteers.
18. Participating in the wider team life of Safe Families, which will include out of hours events such as volunteer evenings and training days, home visits to families and volunteers and providing cover for an on-call rota.
19. In line with team culture, supporting colleagues by completing crossover tasks. This might include completing volunteer assessments, attending services at partner churches and other tasks within your skill set agreed in discussion with your line manager.
20. 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.
21. 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.

Required values and characteristics:

- 👁️ Genuine love for people and a desire to see them thrive
- 👁️ Passion for the wider vision of Safe Families
- 👁️ Approachable and encouraging
- 👁️ Confident yet perceptive - strong in empathy, tact and discretion
- 👁️ Innovative, curious and reflective
- 👁️ Courageous - willing to challenge and be challenged

Required experiences, skills, knowledge and qualifications:

- 👁️ Experience of working with children, families or other vulnerable groups in a community or professional setting
- 👁️ Experience of managing a demanding caseload, showing ability to prioritise and work under pressure
- 👁️ Demonstrable competence and experience in assessment and analysis of need and risk and the management of plans to address these.
- 👁️ Ability to analyse information and make sound decisions
- 👁️ Ability to understanding the needs of children and families and the ability to think innovatively about how volunteers could best support them through difficult times.
- 👁️ Ability to write and maintain clear and accurate records.
- 👁️ Ability to be flexible and respond well to a changing environment
- 👁️ Ability to present Safe Families clearly and to facilitate the understanding of Safe Families by other agencies, families in crisis and Safe Families colleagues
- 👁️ Ability to work collaboratively and effectively with the team and wider organisation when planning and developing the service
- 👁️ Ability to use IT competently including; efficient and effective use of Slack, Zoom and Outlook, and use of online calendars
- 👁️ The ability to be taught how to use the bespoke Safe Families database
- 👁️ Ability to drive with access to own transport
- 👁️ 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
- 👁️ Knowledge of the latest safeguarding frameworks for working with children and families
- 👁️ Knowledge and understanding of local needs, church and community networks and existing services and agencies
- 👁️ Knowledge of key health and safety responsibilities

Desirable experiences, skills, knowledge and qualifications:

- 👁️ Experience of managing volunteers
- 👁️ Accredited professional status in Social Work
- 👁️ Current Social Work Registration (e.g. Social Work England)



Safeguarding

Completion of the recruitment process would involve the candidate being screened through 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.