

## ROLE DESCRIPTION

*Facing life alone is hard, and when you feel there is no one there to support you it is a scary place to be. Therefore, at Safe Families 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 we link children, young people and families with local volunteers who can offer them help and support. We are a Christian and community based charity and empower local volunteers, predominately from the church, to engage with those most at need.*

<b>Title:</b>	<b>Family Support Manager - Team Leader</b>		
<b>Location:</b>	Central East Hub, Covering NEL and Lincolnshire	<b>Hours:</b>	24 hours - 0.6 of FTE
<b>Job Type:</b>	Maternity cover until Jan 2023	<b>Start Date:</b>	January 2022
<b>Pay:</b>	£30,805-£32,825* (pro rata'd to 0.6 =£18,483-£19,695*) <i>*Pay dependent on qualifications and experience</i>	<b>Reports to:</b>	Senior Family Support Manager

### **Role summary:**

The Family Support Manager Team Leader (FSM Team Leader) is a key leadership role taking end-to-end operational oversight of all the families that are referred to Safe Families who live in the area covered by the Central East Hub; from initial referral, through matching and introducing volunteers, to deciding when outcomes have been achieved and when cases can be closed. This requires extensive experience of working with struggling children and families and in-depth knowledge and application of safeguarding principles and processes.

The Central East team are referred families from Lincolnshire County Council, North East Lincolnshire Council and most recently families connected to a Multi Academy Trust based on the East Coast of Lincolnshire. Safe Families are also leading an exciting project supporting 40 women in North East Lincolnshire who have had children removed from their care, helping them to grow in confidence, empowering them to thrive.

The FSM Team Leader will have a clear understanding of, and responsibility for, all support being delivered through the line management of four Family Support Managers (FSMs) in the team. They will also hold a small number of families as an FSM. The FSM Team Leader will live out the values and culture of Safe Families, inspiring the team and ensuring that they feel well supported, through both the excitement and challenges that working in this area will inevitably bring. This role will be fast-paced, challenging and incredibly rewarding. The successful applicant will also qualify for enrolment onto Safe Families' bespoke leadership training and development programme.

## **Responsibilities:**

### **Case management**

You will hold a small caseload of families and will manage their support personally

- 👤 Meeting with families in their own homes to assess their needs to agree a solution focussed support plan.
- 👤 Encouraging and motivating engagement from families.
- 👤 Regularly reviewing progress as a result of Safe Families intervention and capture evidence of impact.
- 👤 Providing guidance, direction and empowerment to volunteers delivering support.
- 👤 Supervising case progress, ensuring good relationships between the families being supported and the volunteers providing the support.
- 👤 Daily problem-solving anything relating to the ebb and flow of cases and a wide range of issues that may arise.
- 👤 Communicating requests for support to the volunteer base, seeking to find appropriate volunteers to match with families in need.
- 👤 Ensuring all administrative duties are completed effectively

### **Leading a team of Family Support Managers**

- 👤 Line management, supervision, development and mentoring of the four FSMs in the Central East team, which will include:
  - Regular reviews with FSMs to undertake case supervision and monitor caseload.
  - Support for the FSMs in the assessment of needs of families and in planning response to that need.
  - Support for the FSMs in monitoring and responding to changes in family circumstances with particular reference to risk and safeguarding.
  - Championing the use of the database; ensuring the FSMs write good quality notes associated with families as the case progresses
  - Ensuring that cases are responded to appropriately and according to agreed timescales including cases being closed in a timely manner and according to Safe Families processes
- 👤 Being a part of a wider regional leadership team who meet monthly, in order to keep informed, feedback observations and challenges for discussion and ensure the healthy development of team culture.

### **Referral oversight**

- 👤 Work closely with the Referrals and Admin Coordinator (RAC), including referral reviews with the RAC on an ongoing basis to ensure:
  - Risk and safeguarding considerations are assessed to ensure smooth running of the referrals process in the hub.
  - The creation and maintenance of accurate and secure records for the referred families including frequent, good quality case notes.

- Allocation of cases to FSMs and support to match the appropriate volunteer to the family.
- The flow of referrals is monitored and action taken to ensure this is appropriate to the requirements of the contracts and the capacity of the FSM team.

👋 Be the safeguarding lead for the Central East Hub, supporting FSMs to deal with concerns raised by volunteers, utilising support from your line manager and making forward referrals when necessary.

👋 Monitor the service provided; evaluating feedback from families on the support provided by Safe Families, ensuring that the voice of the child is captured.

### Partnership relationships

👋 Contribute strategically to ensure the success of Safe Families. Supporting the Programme Director/Director of Family Support in the strengthening of working relationships with local authorities and Multi Academy Trusts. To include, where applicable;

- Attendance at quarterly review meetings with partners and monthly meetings to review referrals.
- Presenting Safe Families at local authority or school based meetings to establish a working relationship and steady flow of appropriate referrals.

👋 When required, produce written reports and case studies for colleagues and key stakeholders as directed.

### Volunteer training and approval

👋 Work with the Community Volunteer Managers to deliver regular and on-going high-quality training to volunteers

👋 As a member of the Volunteer Approval Panel, peer review assessments and references and assist the decision-making regarding whether volunteer applicants are given clearance to begin working with children and families

### Team culture

👋 Advocate and champion the values and compassionate ethos of Safe Families, which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.

👋 Participating in the wider team life of Safe Families, which will include out of hours events such as volunteer evenings and training days, staff conference away days, and providing cover for an on-call rota.

👋 Participating in the local and wider Safe Families team networks, sharing good practice and supporting other colleagues. This includes travelling to and participation in regular local meetings and bi-monthly team meetings at the regional office in Nottingham.

👋 Supporting colleagues by completing crossover tasks as required. 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.

👋 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.

## **Person specification:**

### **Required values and characteristics**

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

### **Characteristics to be evident:**

- 👤 A deep commitment to hope and the vision of Safe Families
- 👤 A genuine love for people and a desire to see them thrive
- 👤 A personal Christian faith which inspires others to live in a faith-filled way
- 👤 A love and vision for great team working
- 👤 A quick learner, teachable, with a good level of self-awareness
- 👤 Perceptive and curious; willing to challenge and be challenged
- 👤 Approachable and encouraging
- 👤 Confident and compassionate leader; strong in empathy, tact and discretion

### **Essential knowledge and experience**

- 👤 Experience of working within a children's safeguarding context.
- 👤 Experience of managing a demanding caseload.
- 👤 Demonstrable competence and experience in assessment and analysis of need and risk within the field of health, social care or a related field and the management of plans to address these.
- 👤 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
- 👤 Fully conversant with the latest Safeguarding frameworks for working with children and families
- 👤 Experience of line managing other staff

### **Essential skills and qualifications**

- 👤 Ability to prioritise and work under pressure
- 👤 Ability to work independently, display initiative and bring creative solutions to challenging situations.
- 👤 Ability to analyse complex information and make sound, justifiable decisions
- 👤 Ability to be flexible and prioritise quickly to respond to a changing environment
- 👤 Ability to work with discretion and confidentiality



- 👁️ Ability to work to targets and deadlines with a strong work ethic
- 👁️ Ability to communicate clearly and confidently, both verbally and in written form
- 👁️ Ability to listen intently and work collaboratively and effectively with the team and wider organisation
- 👁️ Ability to present the Safe Families approach clearly to an audience and to facilitate the understanding of Safe Families by other agencies, families in crisis and Safe Families colleagues
- 👁️ Ability to use Microsoft Office, Excel and a database
- 👁️ Ability to maintain records, collate statistical information and create clear, detailed and comprehensive reports
- 👁️ Ability to drive and with access to own transport
- 👁️ Accredited professional status in health or social care or a related field e.g. CQSW, DipSW, CSS, PQCCA, PGCE.

### **Desirable Knowledge and Skills**

- 👁️ Accredited professional status in Social Work
- 👁️ Current registration with The HCPC, or equivalent such as The Care Inspectorate (SCSWIS), BACP, ACC, UKCP
- 👁️ Understand and have experience of implementing health and safety responsibilities
- 👁️ Knowledge and understanding of local needs, church and community networks and existing services and agencies in the area



## **Further notes:**

### **Equality:**

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

### **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 OR to be filled by a Christian under the provisions of the Employment Equality (Religion and Belief) Regulations 2003 Section 7.2.

All candidates must evidence they support the vision and values of the organisation.

---