

ROLE DESCRIPTION

Safe Families for Children (Safe Families) is an award winning Christian charity with the aim of reducing the number of children entering the care system. Working with a large volunteer base Safe Families assists families in crisis by offering respite care to children and befriending to struggling parents and carers.

Title:	Family Support Manager (FSM)		
Location:	Lincolnshire & North East Lincolnshire	Hours:	24 hours (0.6 – 3 working days)
Reports to:	Senior FSM	Pay:	£26 – 28k p.a. pro rata
Date:	May/June 2019		<i>(depending on qualifications and experience)</i>

Role summary:

The Family Support Manager is a key staff role which involves working with families referred by the LA and facilitating support from volunteers recruited from the local church and community. You will work as part of a team and be involved from initial referral from the LA through to closure of case. To include risk assessment of family situation, identifying family goals, matching and introducing volunteers, providing on-going mentoring and support to volunteers, to deciding when outcomes have been achieved and the case can be closed. The role requires experience of working with children and families, and knowledge and application of Safeguarding principles and processes. It is an exciting role where we have the privilege of seeing how the simplest of actions by dedicated volunteers really can bring hope and transformation for families. Our team culture is such that we support one another in our different roles and there may well be crossover with other staff members.

Responsibilities:

1. Ensure the smooth running of the referral process including responding to new referrals in a timely manner, setting up initial visits, conducting initial visits, writing up support form, putting support in place and monitoring progress to identified goals.
2. Work with the Referrals and Admin Co-Ordinator (RAC) to create and maintain accurate and secure records for the referred families.
3. Assessing the needs of families, including visiting the family in their home for an initial assessment and reviewing their progress regularly.
4. Writing good quality case notes associated with families, as the case progresses.
5. Working with the RAC, communicate requests for support to the volunteer base using the Safe Families database system, following up by telephone calls where necessary.
6. Represent Safe Families at social worker/family support worker meetings to establish a working relationship and a steady flow of appropriate referrals.
7. Deliver regular, high-quality training to volunteers.
8. Daily problem-solving relating to the ebb and flow of cases and the wide range of issues that may arise and demand attention.
9. Undertake suitability assessments for prospective volunteers.

10. Be involved in Approval Panel, assisting the decision-making regarding whether volunteer applicants are given clearance to begin working with children and families.
11. Produce written reports to management and key stakeholders where appropriate.
12. Work with multi-agency forums of partner agencies to ensure that service delivery reflects local need.
13. Ensure services are delivered in accordance with principles of equality of opportunity, which is especially important given the faith-based backdrop to the service.
14. In line with team culture, support colleagues by completing crossover tasks. This might include completing volunteer assessments, attending services at partner churches and other tasks agreed in discussion and within your skill set.
15. Participate in the wider team life of Safe Families, which may include out of hours events such as volunteer evenings.
16. Be 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 qualifications, knowledge, skills and experience:

-  Experience of working with children and families in a community or professional setting.
-  Health or Social care qualification or equivalent experience (gained in professional, personal or church setting)
-  Demonstrate understanding of the needs of children and families and ability to think innovatively about how volunteers could best support families through difficult times.
-  Demonstrate competence and experience in assessment of risk within the field of health and / or social care; especially in regard to how we protect and safeguard our volunteers.
-  Strong in empathy and sensitive interpersonal skills, able to use tact and discretion.
-  Experience or awareness of Safeguarding practice for working with children and families.
-  Confidence and ability to challenge practice, to ensure high quality service and safety for children and their families.
-  Ability to present Safe Families clearly and to facilitate the understanding of Safe Families by other agencies, families in crisis and Safe Families workers.
-  Good administrative and IT skills including the use of Microsoft Office and databases.
-  Able to drive with own transport.
-  Be aware of, and implement, health and safety responsibilities.
-  Ability to prioritise and work under pressure
-  Ability to maintain clear and accurate records
-  Flexibility to respond to a changing environment, travel and work demands of the role.
-  Knowledge and understanding of local needs, church and community networks, and existing services and agencies.
-  The ability to work collaboratively and effectively with the team and wider organisation when planning and developing the service

Desirable knowledge and skills:

-  Experience in managing a demanding caseload within a health or social care context.
-  Demonstrate competence and experience in management of complex plans for children and families.
-  Fully qualified, accredited professional status in a health, social care or related field e.g. CQSW, DipSW, CSS, PQCCA.
-  Current registration with The Care Inspectorate (SCSWIS) or equivalent such as BACP, ACC, HCPC, UKCP.
-  Knowledge and experience of current research and good practice standards in relation to children and families, in particular with regard to achieving positive outcomes and promoting their welfare.
-  Management experience of staff and/or volunteers.

Further notes:**Safeguarding:**

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

Occupational Requirement (OR):

This post has been identified as having an “occupational requirement” under Schedule 9, Part I, 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.
