



Job description

Job Title: Head of Service
Location: Leeds
Hours: 3 days per week (22.2hrs)

Grade: Grade 4 Points 34-38

Service: Child and Family Services

Reports to: Regional Manager (North)

Principal Accountabilities:

1. To have day-to-day responsibility for the planning, implementation, development and quality of Child and Family Services and to develop new initiatives to improve and extend the scope and quality of the organisation. The role will operate from PAC-UK's Leeds office and be delivered in accordance with relevant legislation, Family Action's policies and procedures and PAC-UK's strategic plan.
2. To provide strong performance management to Practice Managers and other practice staff ensuring that all staff activity is of consistently high quality and innovative whilst compliant with adoption regulations and exceeds National Minimum Standards.
3. To establish a learning culture within the organisation, by ensuring effective and regular staff development opportunities and delivering robust supervision and appraisal processes for all staff.
4. To be a member of the senior management team and ensure reporting to the Regional Manager and Director of Service Delivery as required on all aspects of service delivery including contract and Ofsted compliance.
5. To contribute to the budget setting processes of the organisation as agreed with the Regional Manager
6. To monitor, approve and control service income and expenditure in accordance with the financial management systems, and ensure services operate within their overall budget.

7. To monitor reports and other written communications to commissioners or potential funders
8. To seek and take account of the views of service users in setting up and evaluating services, and to respond positively to representations and complaints in accordance with organisational procedures, where necessary implementing changes in service delivery in response to findings.
9. To take a pro-active role in the promotion of the Child and Family Service through, for example, direct presentations to commissioners and local authority teams and participate in the publicity and media work of the organisation as required
10. To network and maintain effective working relationships including contract compliance with stakeholders and to act as a link person with commissioners.
11. To represent both PAC UK and Family Action at forums and networks as appropriate.
12. To pro-actively and creatively assist in developing the Child and Family Service alongside the C & F Clinical Practice Manager in light of existing and emerging research and therapeutic approaches, whilst ensuring practice is delivered within the context of any changes to the legal framework and government policy.
13. To work closely together with the Head of the Adult Services and other Heads of Service.
14. To assist in monitoring referrals and allocations.
15. To liaise with Local Authority and Regional Adoption Agency Heads of Service and Service Managers, or other referrers with regard to individual cases.
16. To assist in preparing costings of interventions, and to monitor the use of agreed funds.
17. To work with the Child and family Practice Manager in monitoring and auditing case records
18. To co-ordinate and chair network meetings when needed.
19. To manage and support the work of the advice line as needed
20. To keep active cases in mind especially with regard to safeguarding concerns and other complexities.

21. To support team members with safeguarding concerns should these arise, and ensure PAC-UK's and Family Action's Safeguarding Policies and Procedures are adhered to.
22. To lead team and other meetings in the absence of the Regional Manager
23. To attend supervision with the Regional Manager
24. To ensure that therapeutic resources are replenished, updated and developed according to the theoretical and practice models of the service.
25. To be involved in the recruitment and induction of new team members and freelance practitioners.
26. To attend senior management or other internal meetings as required by the Regional Manager or PAC-UK's and Family Action's Leadership team.
27. To represent PAC-UK and Family Action at external meetings as needed.
28. To be available for management and supervision tasks that may very occasionally be needed by Regional Manager or other PAC-UK Heads of Service.
29. To carry out any other duties that may reasonably be required by the Regional Manager and other members of the Senior Leadership Team.
30. To attend PAC-UK's and Family Action's training programme and outside training events where appropriate/needed in accordance with PAC-UK's and Family Action's training policy and procedures.
31. To quality assess and supervise (as required) the preparation of other team members who may deliver training on behalf of PAC-UK and Family Action
32. To liaise with PAC-UK and Family Action's Training Coordinators as required.
33. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services
34. To ensure you have an understanding of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

35. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

36. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

37. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Job title: Head of Service

Location: Leeds

QUALIFICATIONS/EDUCATION/KNOWLEDGE

1. A professional qualification in a relevant field, e.g. child and family social work, child/adult/family and /or creative arts therapies and/or psychology
2. Knowledge of the Voluntary Sector
3. Extensive knowledge of adoption law and practice
4. Knowledge of the principles behind equal opportunities practice and its application to the management of service delivery
5. Knowledge of Adoption Support practice

EXPERIENCE

6. Two years managing adoption support services
7. Five years post qualifying experience post-adoption and permanency work.
8. Experience of managing budgets
9. Experience of strategic planning and implementation of new methods of working to improve performance and efficiency.

ABILITIES

10. Manage a multi-disciplinary group of staff
11. Supervise, motivate, value and develop staff in partnership with the C & F Clinical Practice Manager
13. Work in partnership with and develop effective working relationships with a range of professional groups and services

14. Present information to small and large audiences including materials for training events/conferences

15. Adopt an entrepreneurial approach and be self-motivated

16. Ability to manage complex budgets and various income streams whilst pro-actively and consistently promoting the service to generate increased revenue

17. Communicate effectively both verbally and in writing

18. Chair a range of internal and external meetings

19. Ability to prioritise workload and be an effective leader

OTHER QUALITIES

1. A commitment to PAC-UK's and family Actions mission statement and values.
2. A commitment to working within PAC-UK's and Family Actions anti-discriminatory/Equal Opportunities framework
3. A commitment to equal opportunities and anti-oppressive practice
4. A commitment to working in the voluntary sector and to being an Ambassador for the organisation
5. Flexibility to work off-site.
6. Flexibility to occasionally work outside office hours.
7. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a. Being people focused
 - b. Reflecting a 'can do' approach
 - c. Striving for excellence in everything we do
 - d. Having mutual respect for everyone we work with, work for and support through our services