

JOB DESCRIPTION

Job title: Children with Complex Needs Manager

Service: Family Support Service Isle of Man

Salary: Grade 4 Point 29 – 33

Hours: 37 hours per week

Location: Douglas, Isle of Man

Responsible to: Operational Manager

Summary of job:

To support the Operational Manager in the delivery of the Family Support Service ensuring that the service delivers child-centred, evidence-based and timely support to children and families.

Providing an expert focus on our interventions, assessments and planning for families with a child/ren with complex needs as defined by section 17 of the Children Act – all needs drafting as per the local legislation)

The post holder will be required deputise for the Operational Manager for all aspects of the service; with a particular focus on providing support and supervision to Family Support Workers carrying complex needs cases. In addition, the post-holder may at times be required to hold a small caseload of relevant cases.

Key tasks and responsibilities:

1. To lead within the service, bringing a high degree of experience and expertise in relation to family support and children with complex needs (CwCN) cases, in order to deliver the highest quality casework for children and families in relation to complex needs.
2. To support the Operational Manager and other colleagues in delivering high quality early help and support interventions and practice.
3. To deputise for the Operational Manager when required; providing advice and support to all staff within the service, including Supervised Contact Co-ordinator and Early Help and Support (EHaS) Senior Practitioner.
4. To assist in whole service development planning and delivery of a range of development activities; including specialist knowledge and skills development in areas such as Trauma Informed Practice, Parenting Approaches and high fidelity parenting models; as well as underpinning theories relevant to the service.
5. To play a major role in the implementation of Family Action's Quality Assurance Framework, in the Isle of Man Family Support service; including capturing, tabulating and analysing learning and insights from a range of quality assurance activities.

6. To oversee and support work delivered by Family Support Workers by discussing creative and innovative responses to children and families' needs. To supervise a number of Family Support Workers by delivering a monthly supervision and case discussions when required.

7. To attend CwCN meetings as required with occasional attendance at EHaS meeting. To represent Family Action in a professional manner; supporting the assessment process, discussing evidence-based interventions, including parenting, practical and educational support to enable children and families to achieve positive outcomes.

8. To deliver a thorough and planned induction for the new Family Support Workers. Offering shadowing opportunities in family home environment, school and any other relevant locations.

9. To assist the Operational Manager with data analysis for a range of service aspects relating to quality, risk and performance. Using data and information constantly to understand staff performance and the quality of service delivery. Make a positive contribution to quarterly partnership reports and meetings with the commissioner.

10. To support, supervise, and appraise a number of Family Support Workers; and share knowledge and skills with them to enhance their professional development by identifying their strengths and limitations, and supporting staff with accessing relevant training and professional development opportunities with Family Action. Acting at all times in the best interests of children and taking swift action on any concerns about individual or team performance, in line with organisational policies and expectations.

11. To take responsibility for your own personal development by undertaking relevant training delivered or arranged by Family Action, the Local Safeguarding Children Board and any other suitable and recognised body such as The Department of Health and Social Care. To commit to your own professional growth by taking time to read recent research and statistics relevant to your role and the Family Support Service.

12. Actively take part in Family Action's formal appraisal process and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement.

13. To ensure the implementation of Family Action's Equality & Diversity Policy and 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.

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

15. 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

Person Specification

1. Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. Significant practical experience of working with and supporting children, young people and their families.
3. Substantial experience of undertaking analytical child focused assessments and drafting outcome focused plans that drive improved outcomes for children through a range of activities and interventions with parents and carers.
4. Experience of supervising and developing staff, including providing high quality reflective supervision, maintaining a supportive approach to management as well as challenging staff to develop to the full potential.
5. Having excellent communication skills and able to present to a range of audiences in a variety of formats
6. A good understanding of the development needs of children and the challenges of parenting and the ability to identify and implement the most appropriate interventions for a range of family needs.
7. Training in, or experience of delivering evidence-based parenting programmes is highly desirable, but not essential.
8. An excellent understanding of safeguarding thresholds for intervention and the impact of abuse and neglect upon children; and the ability to impart this knowledge to staff and multi-agency colleagues
9. Ability to maintain confidentiality and a thorough understanding of legislation relating to data protection and information sharing.
10. Good IT skills, including Microsoft Word, PowerPoint and a general understanding of case management systems.
11. Excellent ability at high quality record keeping and report writing; and the skills to develop the ability of others in this area.
12. Able to prioritise and organise workload.
13. Some understanding of management and financial systems is desirable but not essential
14. A good working knowledge of health and safety issues.

15. A commitment to Equal Opportunities, a good understanding of the impact of deprivation and marginalisation on communities, families and individuals, and the ability to work with people from diverse backgrounds.

16. Full driving license, vehicle business insurance and full access to a road worthy vehicle that conforms to legislative requirements for work purposes.

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- 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