

## **JOB DESCRIPTION**

**Job title:** Service Manager (Maternity Cover) – secondment considered

**Service:** Families Together Leeds

**Salary:** Grade 4 Point 29 - 33

**Hours:** 30 hours per week

**Location:** Leeds

**Responsible to:** Operational Manager

### **Summary of job:**

Family Action delivers the Families Together Leeds 0-19 Family Support Service across the city of Leeds. This provides bespoke family support services using evidence-based approaches to improve outcomes for children, young people and their families. Families Together Leeds includes family support, group support and volunteer support elements within the service; we work with families in an engaging way, enabling families to achieve their goals as part of multi-agency statutory and early help plans, embracing the vision for one family, one lead worker and one plan.

As Service Manager, you will lead and manage the service on a day-to-day basis, including having lead service responsibility for safeguarding, health and safety. You will line manage a team of three Senior Practitioners who each have supervisory responsibility for a sub-team of Family Support Workers and a Group Facilitator. You will also directly manage our Volunteer Engagement Coordinator and our Data, Impact & Finance Officer. You will ensure that all three elements of our service are integrated to achieve best outcomes for families.

You will have the support of a Leadership Team and will work closely with the Operational Manager to drive forward long-term development and innovation within the service. You will lead a strong team within a culture of open, collaborative dialogue. You will contribute to the delivery of the Family Action's aims to ensure that we are Stronger Than Ever for the children, young people and their families across Leeds. You will demonstrate a strong commitment to the Leeds Practice Model and will ensure the key elements of the model, Re-Think Formulation, Leeds Practice Principles and Outcome Focused Supervision are embedded into all aspects of service delivery.

### **Key tasks and responsibilities:**

1. To provide day-to-day leadership and management of Families Together Leeds service, across family support, group support and volunteer support elements of the service, ensuring an integrated approach to these to achieve best outcomes for families.
2. To ensure the provision of an effective referral and allocation process for family support, so that the service is working at full case capacity and has appropriate throughput to enable timely and effective interventions for families.

3. To ensure the provision of an effective referral and allocation process for volunteer support, having oversight and giving direction to the Volunteer Engagement Co-ordinator.
4. To ensure the provision of an effective group support offer for families, taking into account identified needs of families and how these needs could be supported through meeting with families in groups.
5. To ensure that all interventions in the service are evidence-based/evidence-informed, and are focused and targeted appropriately to meet the needs and achieve best outcomes for children and young people.
6. To make a positive contribution to the overall Leeds multi-agency vision to strengthen partnerships, ensuring a safe and seamless one-team provision for service users. Responsibilities will include, but will not be limited to:
  - a) Ensuring that in conjunction with Leeds City Council, a safe, high quality delivery of service is maintained and positive outcomes are recorded for our service users
  - b) Ensuring services are delivered effectively, efficiently and managed in line with local and organisational protocols; and where and when required to provide professional challenge to anti-oppressive practice
7. To provide direct line management and oversight of the leadership team within Families Together Leeds whilst embedding the vision of a culture of restorative supervision and practice.
8. To ensure that all case work complies with Family Action's safeguarding practice standards.
9. To provide service monitoring reports, including quarterly performance reports, performance scorecards and management information, to Family Action and our partners in Leeds City Council.
10. To actively promote and raise the profile of the service within local networks, working collaboratively with stakeholders to increase awareness of the ethos of Families Together Leeds, in order to strengthen community resilience and capacity.
11. To encourage service user involvement, including developing effective mechanisms for service users to participate in decisions about the development and delivery of the service, prioritising Family Action's commitments to co-production approaches.
12. To work alongside Leeds City Council to develop new and innovative ways of working in order to ensure best practice standards and to develop the service, whilst maintaining high quality standards of service delivery.

13. To be fully committed to embedding Family Action services into the existing Leeds Early Help pathway, ensuring opportunities to strengthen social value and capital are maximised.
14. In liaison with the Human Resources Department to carry out recruitment, selection, induction, supervision, appraisal, development, motivation and, when necessary, the discipline of staff and volunteers to ensure that appropriate resources are maintained at all times.
15. To embed the ethos and underpinning values and behaviours of Family Action into front-line and service delivery.
16. To chair and lead regular team meetings and service development days in order to maintain excellent communication within the team and to maintain an ethos of open, honest dialogue between team members to share concerns, experiences and ideas in the development of the service.
17. To regularly monitor and manage the annual service budget alongside the Operational Manager and to make effective use of resources.
18. To work across organisational boundaries with Head Office functions to seek out and secure additional funding opportunities where applicable.
19. In liaison with other services and, where appropriate, funders, to develop, implement, monitor and review operational policies, procedures, practices and systems for the service and to ensure that all Family Action policies and procedures are fully adhered to.
20. To be lead responsible person for Safeguarding across Families Together Leeds, ensuring compliance with Family Action's procedures for promoting and safeguarding the welfare of children and adults who are vulnerable.
21. 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
22. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
23. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## Person Specification

1. Educated to degree level (minimum) or above - or equivalent experience in Social Work, Childcare, Youth and Community, Health and Social Care, IAG, Community Regeneration, with evidence of a genuine commitment to continuing professional development.
2. Experience of leading family support services, including providing support to families within statutory, as well as, early intervention and prevention-based services.
3. Experience of monitoring and reporting on contractual key performance indicators, which demonstrate improvements to the lives of children, young people and their families.
4. Experience of managing and supervising staff and volunteers, providing effective leadership, managing conflict and using negotiation and influencing skills where necessary.
5. Experience of working with other agencies to achieve shared outcomes and demonstrating a commitment to providing a one-team approach to service delivery.
6. Demonstrable experience of working at a strategic level to drive innovation, quality and service performance.
7. Evidence of a strategic understanding of the importance of evidence and outcome-based tools used in family support work across all elements of our service.
8. Good understanding of the Leeds Practice Model, which includes Re-Think Formulation, Leeds Practice Principles and Outcome Focused Supervision, and the Leeds's Early Help Strategy.
9. Robust knowledge of relevant legislation key to promoting the welfare of children, young people and their families, such as The Children Act 1989 and 2014 and Working Together to Safeguarding Children 2018 guidance.
10. Excellent understanding of assessment, planning, review and record keeping processes and a thorough understanding of safeguarding in practice.
11. Awareness of evidence-based programmes which can be delivered to groups of parents/carers and the positive contributions that volunteers can make to family support work.
12. Ability to evidence skills and responsibility for budget setting, monitoring and control.

13. Ability to manage your own and others' workloads and be able to delegate effectively.
14. A confident and professional approach to working with service users and colleagues and excellent verbal, written, listening and presentation skills, including basic IT skills.
15. Demonstrable experience of using electronic databases to ensure safe and high quality standards of case recording reflective of the services provided to children, young people and their families.
16. Ability to deliver Family Action's commitment to equal opportunities, equality of access and anti-discriminatory practice in service delivery and employment
17. A willingness to work flexibly in order to meet the needs of the service, and Family Action as an organisation.
18. 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.