

JOB DESCRIPTION

Job title: Service Manager

Service: Mother and Baby Unit HMP Styal

Salary: Grade 4 Point 29 – 33

Hours: 37 hours per week including regular manager on-call responsibility

Location: HMP Styal, Wilmslow

Responsible to: Operational Manager

The role is subject to enhanced DBS and HMP vetting

Summary of job:

To provide a day-to-day leadership and management of the Mother and Baby Unit provision which includes:

- Providing a clear vision, strong direction and effective leadership for the provision of a seven day per week, 365 days per year service in the Mother and Baby Unit in HMP Styal.
- Ensuring that the service creates an environment in which the care of the unborn child, babies and young children by their mothers is promoted and where the best interests of children are the paramount consideration.
- Providing management of the unit and staff team, ensuring close liaison with other partners/providers within HMP Styal and the provision of high quality interventions which support improved parenting and attachments.
- Providing a service which supports the physical and emotional well-being of pregnant mothers.
- Working closely with the whole staff team and in partnership with external agencies, commissioners and organisations, to enable mothers, children and their families to secure the highest quality of provision and support resettlement into the community.
- To work closely with the Nursery Manager to ensure the effective delivery of the nursery provision within the Unit, ensuring it is compliant with Ofsted requirements.

Key tasks and responsibilities:

Managing Staff

1. To provide direct line management to the Family Support Team and Volunteers, including performance management, regular reflective practice supervision and robust monitoring of service provision.

2. Inspire, motivate and monitor work, recognising strengths and creating learning opportunities. Involve all staff as far as it is possible in the decision making process, so that they feel ownership of the services they deliver.
3. In collaboration with the HR, support the recruitment, selection, induction, supervision, appraisal, staff development, motivation, training and when necessary the disciplinary of staff to ensure that the appropriate resourcing is maintained at all times.
4. To lead a safe, reliable, high quality service, achieved by establishing a culture of mutual trust and respect, which acknowledges the diversity and professional expertise of the individual and collective.
5. To promote a collaborative, professional and co-operative team ethos, underpinned by excellent communication and shared accountability.
6. To foster a safe culture for raising concerns including whistle blowing.
7. Be able to challenge provision, practice and performance, resolve conflict, and make difficult and/or unpopular decisions where necessary
8. To ensure that there exists a clear commitment to the principles and practice of equality of opportunity for all.

Strategic Direction and Day-to-Day Management of the Service

9. To have an overview of the support needs of mothers and babies supported within the Mother and Baby Unit, and knowledge of how these are being met in order to influence the direction of service planning
10. To ensure that Family Action delivery within the MBU is consistent and compliant with relevant Prison Service Instructions.
11. To oversee and support the planning, delivery and coordination of MBU which ensures the smooth delivery of the service across 7 days per week, including bank holidays.
12. To ensure that case recording and safeguarding practice is accurate and complies with Family Action's standards, providing monitoring reports, including quarterly performance reports and joint performance scorecards to Family Action and our partners in HMP Styal/HMPPS
13. To embed an ethos that fosters excellent relationships with other prison providers, community based statutory services and other agencies so that families receive appropriate support.
14. To ensure professional assessment of need in partnership with mothers and key stakeholders in order that the service meets the needs of families
15. To hold regular team meetings in order to maintain effective communication within the service and to provide a forum to share concerns

16. To demonstrate a sound understanding of safeguarding risk factors, the causes and consequences of abuse of children and vulnerable adults and comply with FA's procedures for promoting and safeguarding the welfare of children and vulnerable adults. To ensure compliance with relevant local and national legislation particularly safeguarding procedures.
17. Lead the planning, monitoring and reviewing of the MBU Service, and support the development of the service in line with identified priorities and anticipated outcomes.
18. To ensure provision is compliant with Ofsted requirements.
19. Lead a whole service approach to continuous organisation self-evaluation through a culture of critical reflection identifying action for improvement
20. To collect, analyse and manipulate data collected for reporting and planning processes
21. To monitor, maintain and manage the budget, ensuring the most effective use of service resources
22. To comply with regulations health and safety policy, data protection policy and protect the health and safety and welfare of yourself and others

Mothers and Babies

23. Inspire, motivate and lead the MBU team in developing best practice and interventions which meet the needs of babies and mothers.
24. Work closely with the MBU Nursery Manager to ensure an integrated and consistent approach to the nursery and family support offer within the unit.
25. Develop positive working relationships with pregnant women in HMP Styal and mothers on the MBU which enable them to contribute to service development within a prison context.
26. Ensure that the Service has a clear consistent approach to monitoring and evaluating work with children and families so that policy and practice can be systematically reviewed and improved and a body of evidence is available to demonstrate positive impact

Teaching and Learning

27. Take responsibility for the development of a stimulating and inclusive learning environment within the MBU, which offers children and parents learning experiences that meet their diverse needs.
28. Take responsibility for reviewing, monitoring, evaluating the effectiveness of all aspects of the MBU including use of recognised interventions to improve the capability of parents, the parent-child relationship and the developmental outcomes of children.
29. Work in partnership with health professionals to enhance health outcomes for mothers and babies

30. Promote and encourage research and sharing of good practice within the service, across MBUs and throughout Family Action services.

Accountability

31. Utilise data for organisational self-evaluation, monitoring, recording and reporting the impact of outcomes.
32. To actively promote the service within MBU networks and encourage service user involvement, including developing effective mechanisms for service users to participate in decisions about the development and delivery of the service.
33. To be a visible and accessible manager, modelling appropriate leadership and engagement with MBU residents, the staff team, prison colleagues and external partners.
34. To play an active part in the Family Action regional management team.
35. To facilitate the sharing and flow of information between staff across shifts and across agencies, adhering to information sharing agreements and the constraints of the applicable legislation and policies (where appropriate) to ensure the safety and welfare of children and families.
36. To undertake training according to the needs of the service.
37. 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**
38. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
39. To comply with 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.
40. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
41. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required
42. To be willing to work outside normal core hours including evenings and early mornings and occasional weekend working.

Person Specification

Qualifications/training

1. A recognised professional qualification in social work, social care or health or equivalent experience and evidence of a commitment to continuing learning and professional development.

Experience

2. Experience of working in a senior practitioner or management role in a residential setting
3. Extensive experience of undertaking a safeguarding role and of assessing and managing safeguarding and other risk issues.
4. Experience of working in services that deliver and can evidence positive outcomes for children and families.
5. Experience of managing staff including supervision, appraisal, team and budget management.
6. Experience of complex case planning and co-ordination within a multi-disciplinary arena to achieve best outcomes for children and families.
7. Experience of monitoring, evaluating and reviewing service performance and outcomes.

Knowledge

8. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
9. An understanding of the developmental needs of children, the challenges of parenting, and the impact of deprivation and marginalisation on families and individuals.
10. An understanding of the Early Years Foundation Stage statutory framework.
11. An understanding of prison protocols and procedures.
12. An understanding of and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.

Skills and abilities

13. A commitment to Family Action's Equality & Diversity 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. Excellent interpersonal skills including the ability to engage a range of audiences such as prisoners, children and professionals on the telephone, face to face or via email etc.
15. Ability to make and maintain partnerships with other professionals and organisations which support the development of an excellent service.
16. Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems.
17. Ability to work outside of regular business hours and to be flexible to meet the needs of the service.
18. Ability 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