



Job Description

Job title: Project Manager

Service: Building Bridges

Salary: Grade 3 Point 24 - 28

Hours: 28 hours per week

Location: Tower Hamlets, London

Responsible to: Senior Operation Manager, London

Tower Hamlets Building Bridges works with parents/carers with enduring mental health difficulties including bi-polar affective disorder, PTSD, depression-related illnesses and more, who have responsibility for the well-being of children. The project provides a preventative service which seeks to maintain the care of children in their own families and give emotional support, promoting positive attachments between family members. The safety, wellbeing and improved outcomes for children is the services main focus.

We work in partnership with other professionals involved with the family, including Children's Social Care, Health Visitors, Education & support staff, CAMHT and Community Mental Health Teams.

We help families to:

- Consider ways of improving routines, communication, relationships and parenting in a non-stigmatising way.
- Promote positive attachments with their children.
- Provide a programme of activities to meet their individual needs.
- Reduce social isolation
- Deal with practical problems.

We help children to:

- Understand mental ill health.
- Take part in social and group activities
- Develop their self-esteem
- Be healthy.
- Stay safe, enjoy and achieve.
- Make positive contributions.

Summary of job:

To oversee all aspects of the day to day service management of Tower Hamlets Building Bridges family support service. To co-ordinate the provision of family support services to families where there is concern about parental mental health and the impact this may have on the outcomes for children.

To work in partnership with Tower Hamlets Children's Social Care, Community Mental Health Teams (CMHT's) and other statutory and local voluntary services to ensure the reduction of risk to children who have one or both parents with mental health issues and are on CIN or CP plans.

Key tasks and responsibilities:

1. To manage the overall delivery of the services programme; keeping track that positive outcomes for service users, particularly children, as well as commissioners' expectations are met.
2. To maintain a referral system, ensuring referrals are appropriate and allocated effectively or referred to more appropriate services; that the right level of information is provided, that possible risks have been identified and addressed and that waiting lists are properly managed.
3. To have an overview of the support needs of families and particularly children of parents with mental health issues, a knowledge of how these are being met, utilising this information to improve outcomes for families.
4. Ensure through case management, supervision and audits that the needs of children are central to all interventions and support/action plans.
5. Ensure the service works closely with statutory and voluntary agencies as part of an integrated approach to meeting the needs of children, and vulnerable adults and that staff attend inter-agency/multi-disciplinary meetings; including Child Protection conferences, CIN and TAC meetings.
6. With the Senior Operational Manager maintain the vision and strategic management of the service and develop further opportunities in Tower Hamlets.
7. Act as the named Safeguarding lead for the service; demonstrating an understanding of, and complying at all times with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults, and with Family Action's Data protection policy.
8. Inspire, motivate and lead the team in developing best possible practice to meet the needs of children and families accessing the service, including ensuring a high standard of report writing and that case files are maintained and managed in accordance with Family Action's Quality Safeguarding Practice Standards.
9. Provide high quality supervision to staff, volunteers and students, and monitor the safeguarding responsibilities and training of staff. Undertake annual staff appraisals and address any training and or development needs.

10. In liaison with HR ensure that the recruitment, selection, induction, appraisal and performance issues are addressed in accordance with relevant policies and procedures.
11. Hold regular team meetings in order to maintain good communication within the service and to provide a forum to share concerns, experience and skills.
12. Actively take responsibility for personal development, participating in relevant training, working groups, supervision and appraisal. Be responsive to constructive challenge, advice, feedback as part of a process of continuous improvement and quality practice.
13. Develop and maintain effective mechanisms for co-production, enabling service users to participate in decisions about the development of the service.
14. In liaison with the Operational Manager and Finance Department, draft budgets for approval by senior management and monitor and control all expenditure (ensuring proper petty cash records are maintained) in order to ensure best value.
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.
16. To be able to challenge provision, practice performance, resolve conflict and make difficult or unpopular decisions when necessary.
17. Lead the planning, monitoring and reviewing of the development of the service in line with identified priorities and outcomes, as well as collect and analyse data including using Family and My Stars for quarterly reporting and planning purposes.
18. 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.
19. To comply with Family Action's Health and Safety Policy, Data Protection policy and to protect your own and others' health, safety and welfare.
20. To promote Family Action and its services and represent and collaborate with other agencies in the local authority in a professional manner which reflects Family Action's values at all times.

21. To work flexibly as required by the service and the needs of the families with which we work, including mornings and early evenings and to carry out any other reasonable duties as required.

Person Specification

1. Degree or equivalent qualification in relevant subject, such as: health, social care, education, psychology or psychotherapy.
2. Proven experience of management and supervision and leading a team to provide and deliver a service to achieve positive outcomes for children and families who have complex needs.
3. Proven knowledge of potential impact of parental mental health and parent-child relationship on children's social, intellectual, emotional and psychological development.
4. Experience and working knowledge of child and adult safeguarding issues and the management of risk.
5. Experience of working with children and families and people with mental health difficulties
6. Ability to maintain a focus on the child, their safety and lived experience at all times, particularly when responding to the needs of the adults in their lives who may be experiencing (or have experienced) significant distress or trauma.
7. An excellent understanding of mental health issues, good enough parenting and knowledge of risk factors to children and adults. In addition, an excellent awareness of the impact of disadvantage and social exclusion and a commitment to promote inclusion and equality of opportunity for all.
8. Excellent assessment skills and ability to identify families who may be at risk, their support needs, plan, implement and monitor the emotional and practical support to increase resilience and reduce risk factors.
9. Knowledge and understanding of Pan London Child Protection procedures and Working Together to Safeguard Children, as well as an ability to work in accordance with local and organisational Child protection and Safeguarding policies and procedures (for both children & adults) and keep up to date as required.
10. Demonstrable experience of supervising staff, volunteers and/or students providing effective leadership, managing conflict and using negotiation skills where necessary.
11. Experience of establishing and sustaining a broad range of professional partnerships and engage, as well as consult, with service users and stakeholders through effective collaboration and communication skills.

12. Knowledge and understanding of the principles of reflective practice and evaluation and experience of providing high quality supervision.
13. Ability to identify and explore funding opportunities and other sources of support to further the delivery of the service.
14. Demonstrate ability to communicate clearly and professionally through a variety of mediums with parents, children, professionals and excellent verbal, listening and presentation skills.
15. Excellent IT skills and experience of using a database for case recording. Ability to collect and analyse data that informs the service as well as local stakeholders and funders, performance, trends, gaps in provision, risks as well as barriers and successes.
16. Able to evidence Family Action's values at all times, which underpin Family Action's mission of "building stranger 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.
17. Excellent organisational skills with the ability to prioritise workload, self-motivate and work to tight deadlines on own initiative or and lead team in doing the same.
18. Ability to draft, monitor and control budgets to ensure service costs are contained within the contract fee
19. A proven ability to work flexibly, as required by the service.