



## **JOB DESCRIPTION**

<b>Job title:</b>	Child and Family Support Service Manager
<b>Service:</b>	Cumbria's: 0-19 Child and Family Support Service
<b>Salary:</b>	Grade 4 (lower) point 29-33
<b>Hours:</b>	37 hours per week (full-time)
<b>Locations:</b>	Carlisle
<b>Responsible to:</b>	Operational Manager

### **Summary of job:**

The post holder will share and embrace Cumbria's vision of 'a great place to grow up and for children and young people to have the opportunity to become everything they want to be', by;

- Providing a clear vision, strong direction and effective leadership for the Child and Family Support Service across the specific locality
- By Ensuring that the service is integrated, comprehensive and makes a difference to children and families served with clear focus on improving social, emotional and educational outcomes meaning that children will be healthier, safer, happier, more resilient and better able to enjoy new learning opportunities.
- Working closely with the whole staff team and in partnership with external agencies and organisations, parents, children and young people and the wider community, advisory & partnership board and the local authority staff to secure the highest quality of provision for our families

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

#### **Managing Staff**

1. To provide direct line management to Child and Family Coordinators, 'Data, Impact and Finance Officers' and 'Volunteer and Community Workers' including performance management, reflective practice supervision and robust monitoring of service provision.
2. To oversee and support the planning, delivery and coordination of 0-19 Child and Family Support Service. 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. Inspire, Motivate and monitor work, recognising strengths and creating learning opportunities.

4. 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.
5. To lead a safe, reliable, high quality 0- 19 service across the district that integrates with existing provision to ensure that services are not duplicated, achieved by establishing a culture of mutual trust and respect, which acknowledges the diversity and professional expertise of the individual and collective.
6. To work with Child and Family Support Coordinators to ensure a collaborative and integrated approach across the 4 localities in Cumbria as a whole
7. To foster a safe culture for raising concerns including whistle blowing.
8. Be able to challenge provision, practice and performance, resolve conflict, and make difficult and/or unpopular decisions where necessary
9. To ensure that there exists a clear commitment to the principles and practice of equality of opportunity for all.
10. Lead teams on a journey to L2 accreditation of Baby Friendly Initiative
11. Create opportunities for staff to become experts in varied fields by creating 'Champions' opportunities.

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

12. To have an overview of support needs of all families across the locality and Cumbria as a whole, and knowledge of how these are being met in order to influence the direction of service planning
13. 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 Cumbria County Council
14. To embed an ethos that fosters excellent relationships with statutory services and other agencies so that families receive appropriate support.
15. Work collaboratively with incentives to create a shared vision of values and principles for policy and practice demonstrating everyday practice, be accountable and hold all these to account for shared educational social and health outcomes
16. To ensure professional assessment of need in partnership with parents and carers and children and extended families in order that the service meets the needs of families
17. To hold regular team meetings in order to maintain effective communication within the service and to provide a forum to share concerns

18. In liaison with human resources 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.
19. To ensure you have a good 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 and to be the lead for safeguarding in your locality.
20. Lead the planning, monitoring and reviewing of the Children and Family Service, and support the development of services across the locality in line with identify priorities and anticipated outcomes
21. Lead a whole service approach to continuous organisation self-evaluation through a culture of critical reflection identifying action for improvement
22. Work closely with the Data, Impact and Finance Officer to collect, analyse and manipulate data collected for reporting and planning processes
23. To monitor, maintain and manage the budget. Ensure most effective use of service resources
24. To comply with regulations health and safety policy data protection policy and protect the health and safety and welfare of yourself and others

### **Children and Families**

25. Inspire motivate and lead the whole workforce in developing the best practice to meet the needs of children and families across your area reach
26. Work collaboratively with Senior workers and other agencies to improve the reach of services to children and families
27. Develop partnership between families and the community and the 0-19 Services and other agencies recognising the pivotal role of families in developing integrated services that meet their need
28. 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**

29. Develop, foster and sustain a learning culture rooted in sound pedagogy and andragogy and practice that enables children, parents/carers and practitioners to be inspired to engage in learning and develop a successful enthusiastic in and independent learners.

30. Take responsibility for the development of rich stimulating and inclusive learning environments throughout the Service, which offers children and parents learning experiences that meet their diverse and additional needs.
31. Take responsibility for reviewing, monitoring, evaluating the effectiveness of all aspects of the Early Help including those early Intervention strategies to improve the progress and educational outcomes of individual and groups of children.
32. Work in partnership with local schools and settings to support children's transitions
33. Promote and encourage research and a sharing of good practice within the service, local providers and throughout and FA services.

### **Accountability**

34. With the Data, Impact and Finance Officer use data for organisational self-evaluation, monitoring, recording and reporting the impact of outcomes.
35. To actively promote the service within local 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.
36. To work collaboratively with stakeholders to raise the profile of the service in the local area, in order to strengthen community resilience and capacity, and awareness of the ethos behind the 0-19 Child and Family Support vision.
37. To play an active and senior part in the team, working, and leading by example to ensure the smooth running of the service.
38. To facilitate the sharing and flow of information between staff across locations (Allerdale, Barrow, Carlisle, Copeland) and across agencies, within information sharing agreements and the constraints of the applicable legislation and policies (where appropriate) to ensure the safety and welfare of children and their families.
39. To work alongside Cumbria County 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.
40. To undertake training according to the needs of the service.
41. 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

42. 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.
43. 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.
44. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
45. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required
46. To be willing to work outside normal core hours [9am-5pm] , evenings and early mornings and occasional weekend working .

### **Person Specification**

<b>Education, Qualifications and Background</b>	
1.	Degree or Masters in a relevant qualification in community work, education, health, social work, counselling/family therapy, early years or equivalent. Proven experience of continuous improvement of services for children and families in partnership a wide range of partners.
2.	At least 5 years' experience of managing family support services, Supervision of staff, Budgets, and working with complex families and support needs including DVA, Gangs, CSE, County Lines, across all levels of social care including PLO and Care Proceedings.
<b>Abilities and Skills</b>	
3.	Professional experience with children, young people and their families, including up to date knowledge and experience of complex safeguarding issues and procedures. Including excellent knowledge and understanding of integrated working practices and the range of services and agencies to involve.
4.	Substantial management experience of supervising staff, providing effective leadership managing conflict and using negotiation skills as required.

5.	Professional credibility to influence individuals and groups through the provision of advice and guidance, negotiation and training, with proven commitment to reflective practice.
6.	knowledge and understanding of how to create and sustain and inspiring learning environment culture and effective individual and group development practices such as mentoring, coaching, work shadowing
7.	An excellent understanding of the impact of discrimination and social exclusion on the lives of children and families and how this can be addressed through service provision as well as employment and volunteering opportunities.
8.	Excellent knowledge and understanding of legislation and statutory guidance relating to managing an institution including equalities, health and safety, financial management, and an understanding of current legislation, policy and research about the educational development health and social care needs of children
9.	An excellent understanding of the development needs of children and of parenting and a solid understanding of mental health and disability issues, drug and alcohol use, domestic violence, gangs, county lines, CSE, FGM, and poverty and the way these impact on children and family life.
10.	Excellent knowledge understanding of the principles of reflective practice and evaluation and experience of providing high quality supervision
11.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>a) Being <b>people</b> focused</li> <li>b) Reflecting a '<b>can do</b>' approach</li> <li>c) Striving for <b>excellence</b> in everything we do</li> <li>d) Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>
12.	Proven ability and commitment to evaluate and review service outcomes in order to deliver the most effective services to the community
13.	The ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals and excellent verbal, listening and presentation skills, including basic IT skills. Including presenting and writing Court Reports, and for CIN & CP and PLO.
14.	Demonstrable experience of change management and a dynamic approach to developing the service.
15.	Willing to work flexibly and outside core hours, including early morning, late evenings and occasional weekends.