



**Service Manager, Family Action Perinatal Peer Support Service Medway, Covid Recovery Project**

**Based in Medway, Kent**

**29.6 hours per week (part-time)**

**Grade 3 (upper) point 24-28: £30,751 - £34,072 FTE (£24,600.20 - £27,257.60 per annum)**

**Permanent Contract**

**Are you a self-motivated, innovative team player, who is solution focused and passionate about making a difference? Do you have an excellent track record of retaining and delivering excellent operational services? If so, we want to hear from you.**

At Family Action, we transform lives by providing practical, emotional, and financial support to the most vulnerable members of our society – those who are experiencing poverty, disadvantage, and social isolation. We have been building stronger families since 1869 and today we work with more than 60,000 families in over 150 community-based services, as well as supporting thousands more through national programmes and grants.

We are looking for a dynamic Service Manager to relaunch and lead the Family Action Perinatal Peer Support Service. The Service aims to improve outcomes for 0 to 3 year olds across Medway. We recruit, train, and supervise volunteers with lived parenting experience, who provide one to one support for mothers who are experiencing mild, to moderate perinatal mental health issues. In addition, our new phase of the project has been specifically designed to respond to the impact of the pandemic on families with new babies. Providing increased access to a range of groups that will enable parents to socialise and share experiences with other parents, and well as providing increased opportunities for babies to access social opportunities they will have missed.

As Service Manager, you will inspire and lead the team to be the best it can be, line managing the support staff and leading on quality and performance ensuring all elements of the service are delivered to a high standard and are contract compliant. You will produce monitoring reports, and work with partner agencies to ensure a joined-up, holistic approach to service delivery. You will work in partnership to generate appropriate referrals and maintain robust referral pathways into the service. In Medway.

We are looking for a strong leader with demonstrable management experience, a passion for peer support and an understanding of perinatal mental health. You will be, self-motivated, flexible, highly organised, and dynamic with knowledge and experience of supervising staff and volunteers. You will have experience of partnership working and be able to demonstrate a strong track record around service development.

You will join a positive team passionate about delivering high quality innovative services with a strong commitment to continuous learning and development. You will be supported by a friendly and approachable team of Medway Family Action managers who offer peer support and cover for each other's services. You will have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning, and has the needs of children and families at its core.



Family Action offers an excellent wellbeing offer and will invest in your professional development with on-going quality training and career development opportunities. You will be offered regular individual supervision and regular group consultation together with your team. Family Action offers a generous pension scheme and leave entitlements.

This is an opportunity for the right person to make a real difference in the lives of children and young people and their families. The successful candidate will be a motivated, passionate, and individual with an impressive record of accomplishment of delivering high quality services, to meet the needs of local communities. They will strive for excellent standards, robustly ensuring a quality, outcome driven and accessible service. A driver's licence and access to your own car is desirable for this post.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.

### **What will we offer you?**

We will offer you a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We are happy to talk flexible working. All roles in Family Action are open to a discussion about possible flexible working options, subject to business needs, and all new starters will have the right to make a flexible working request from day one of employment. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. You will join an established, supportive, and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning, and has the needs of children and families at its core.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**. If you share these values and behaviours and have the necessary skills, then we look forward to hearing from you.

**For an application pack and further information please visit:**

[www.family-action.org.uk/get-involved/work-us/current-vacancies/](http://www.family-action.org.uk/get-involved/work-us/current-vacancies/)

**Please email completed applications to:** [completed.application12@family-action.org.uk](mailto:completed.application12@family-action.org.uk)

**Closing date:** Monday 18<sup>th</sup> July 2022 at 9:00am  
**Interview date:** 25<sup>th</sup> or 26<sup>th</sup> July 2022



Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

Family Action offers good working conditions, a comprehensive training programme and final salary pension scheme. We welcome applications from all sections of the community.

**ID: 443**