

JOB DESCRIPTION

Job title:	Service Manager
Service:	Perinatal Peer Support Service Medway - Covid Recovery Service
Salary:	Grade 3 (upper) point 24-28: £30,751 - £34,072 FTE (£24,600.20 - £27,257.60 per annum)
Hours:	29.6 hours per week (part-time)
Location:	Medway, Kent
Responsible to:	Operational Manager

Summary of Job: To set up and lead on the delivery of a Peer Support Service for women who have experienced mild to moderate mental health issues during the perinatal period including launching the new phase of the project that has been specifically designed to respond to the impact of the Covid 19 Pandemic on families with new babies. The post holder will oversee service delivery providing line management support to project staff. In addition, they will work with partner agencies to maintain robust referral pathways, inform the strategic development of the service, and help shape responses to perinatal mental health issues across Medway.

Key tasks and responsibilities:

1. To relaunch the Perinatal Service; including the new phase of the project which has been specifically designed to respond to the impact of the Covid 19 - pandemic on families with new babies.
2. To ensure robust referral pathways into the service are set up and maintained.
3. Lead on the Triage and pairing of volunteers with service users
4. To lead a safe, reliable, high-quality service 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.
5. Lead the planning, delivery, monitoring, and reviewing of all elements of the service across Medway. Focusing on identified priorities, KPIs and outcomes, which meet the requirements of the service specification.
6. Contribute to the work of the perinatal mental health strategic group to ensure the development of joined up perinatal services across the district with a clear step-up, step-down approach to Perinatal mental health support between services.

7. Oversee a rolling programme of baby/toddler and parent groups including; Solihull Antenatal, Baby massage, Stay and play, Dads Groups and, Baby 2021 Course.
8. To provide line management and supervision to staff and volunteers in line with policy and practice including Formal supervision and management oversight, auditing case files, screening referrals, allocating cases and other work, undertaking quality assurance activity.
9. In collaboration with the Human Resources Team, support the recruitment, selection and induction of staff and volunteers and ensure that supervision, appraisals, performance management, training and development is always maintained
10. Oversee the development and management of a volunteer programme as part of the service offer creating volunteer roles and recruitment pathways, ensuring a 'one team' approach and service integration, recognising and deploying volunteers' strengths and supporting safe volunteer exits to families' lives.
11. Create opportunities for staff and volunteers to become experts in varied fields by creating 'Champion' opportunities
12. To maintain effective communications, and to provide forums to share practice and challenge (team meetings, group supervisions, volunteer participation etc).
13. Be able to challenge provision, practice, and performance, resolve conflict, and make difficult and/or unpopular decisions where necessary.
14. To develop an overview of support needs of all families across Medway alongside knowledge of how these are being met to influence the direction of service planning and delivery.
15. To ensure professional assessment of need in partnership with parents/carers, babies and toddlers, children, and extended families in order that the service meets the needs of families
16. To work with Midwives, Health Visitors, GPs, Social Workers, early year settings, attend relevant Boards, Early Years Forums and SEND (Special Education Needs and Disabilities) Hubs, fostering excellent relationships with other organisations to ensure a collaborative and integrated approach.
17. Develop partnerships between families, the communities, the service and other agencies, recognising the pivotal role of families in developing integrated services that meet their needs.
18. Ensure that the Service has a clear consistent approach to monitoring and evaluating the effectiveness of work with babies/toddlers and families, so that practice can be systematically reviewed and improved, and a body of evidence is available to demonstrate positive impact

19. Develop, foster, and sustain a learning culture rooted in sound theories of learning and practice that enables babies/toddlers, children, parents/carers, and practitioners to be inspired to engage in learning and develop as successful, enthusiastic, and independent learners
20. Promote and encourage research and the sharing of good practice within the service, local providers and throughout FA services.
21. 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.
22. To work collaboratively with stakeholders to raise the profile of the service in the local area, to strengthen community resilience and capacity, improve reach and promote awareness of the ethos behind the Service.
23. 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 Medway Council.
24. Line managers and work closely with Business Support/Administrator to collect, analyse and manipulate data collected for reporting, self-evaluation, monitoring, and planning processes
25. To plan, monitor, maintain and manage the service budget, ensuring most effective use of service resources
26. Lead a whole service approach to continuous service evaluation through a culture of critical reflection, quality assurance activity and identifying actions for improvement, in line with Family Action's Quality Assurance Framework
27. To work alongside Medway Council to develop new and innovative ways of working to ensure best practice standards and to continually develop the service
28. To facilitate the sharing and flow of information across agencies, within information sharing agreements and the constraints of the applicable legislation and policies (where appropriate) to ensure the safety and welfare of babies, toddlers, children, and their families.
29. To be able to always evidence Family Action's values, 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

30. To ensure you have a good understanding of safeguarding risk factors, the causes, and consequences of abuse of babies, toddlers, 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
31. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and actively promote the principles of these policies amongst colleagues, service users and other members of the community.
32. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
33. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Education, Qualifications and Background	
1.	Qualification in Health and Social Care, youth work, early years and childcare, counselling, or a relevant professional qualification equivalent to NVQ Level 4. Proven experience of continuous improvement of services for children and families in partnership a wide range of partners.
2.	Demonstrable experience of managing Perinatal/Family Support /Volunteering peer support services, Supervision of staff, Budgets, and working with complex families and support needs across all levels of need including early help, CIN, and Child Protection.
Abilities and Skills	
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, sustain and inspire a learning environment culture and effective individual and group development practices such as mentoring, coaching, work shadowing
7.	Ability to set up and run a range of baby and toddler and parent groups including; Solihul Antenatal, Baby massage, Stay and play, Dads Groups and, Baby 2021 Course.
8.	Understanding of 'whole family' approaches and the ability to advise staff on working with children, young people, and their parents/carers to achieve positive outcomes for the whole family.

8.	Excellent knowledge and understanding of legislation and statutory guidance relating to managing a service 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 parents/carers and a solid understanding of Perinatal mental health. Understanding of perinatal mental health issues and their impact upon parents, children, and the wider family system. Knowledge of child development and attachment.
10.	Excellent knowledge understanding of the principles of reflective practice and evaluation with experience of providing high quality supervision which promotes strengths and effectively manages risk
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"> ○ Being people focused ○ Reflecting a 'can do' approach ○ Striving for excellence in everything we do ○ Having mutual respect for everyone we work with, work for and support through our services
12.	Proven ability and commitment to quality assurance of practice, evaluation, and review of service outcomes to deliver the most effective services to the community
13.	Ability to analyse data, utilising service information to promote best practice and drive improvement
14.	Ability to manage the service budget, costs, and day-to-day expenditure efficiently and robustly.
15.	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. This may include providing written information for CIN, CP (Child Protection), and PLO meetings and court hearings.
16.	Demonstrable experience of change management and a dynamic approach to developing the service.
17.	Willing to work flexibly as required with an expectation of some occasional out of hours work and travel.