

JOB DESCRIPTION

Job title:	Service Manager
Service:	Family Time, Supervised Contact Service
Salary:	Grade 4 (lower) point 29-33: £35,064 - £39,123 per annum
Hours:	37 hours per week (full-time)
Location:	Edmund Harvey Centre, Cromwell Avenue, Stockton-on-Tees
Responsible to:	Operational Manager

Summary of Job:

To manage and lead on the delivery of the Family Time Service. To ensure that the Service is delivered in accordance with the contract specification and that policy and practice is maintained to the highest standards. To drive and lead with support on transformation work, innovation and improvement within the service. Supporting staff through the change management process with a focus on continuous development.

Key Tasks and Responsibilities:

1. To have overall management responsibility for the coordination of the Contact Centre and its operations incl. those taking place outside of the contact centre like community based, secure facilities, group and non-direct contact e.g., via letters or email
2. To make a positive contribution to Operational and Strategic Partnership and work with multi-agency 'One Team Approach' vision to strengthen partnerships, ensuring a safe and seamless provision for service users. Responsibilities will include, but will not be limited to:
 - a) Ensuring that a safe, quality delivery of service is maintained and positive outcomes are achieved and evidenced
 - b) Ensuring services are delivered effectively, efficiently and managed in line with local and organisational protocols; where and when required
3. Support the Operational Manager with strategic planning, monitoring and reviewing the development of the service in line with identified priorities, targets and outcomes as lead and required by the Oversight Board.
4. To recruit and train the staff to support contact services, particularly focusing on safeguarding risks and skills in intervening and managing any risk situations.
5. To provide line management and supervision to staff, to be accountable for quality assurance of the service incl. auditing case files, screening referrals, allocating the work to appropriate staff.

6. To oversee the risk assessments of all planned supervised contact to ensure suitable staffing arrangements are in place, in line with expectations of high-level supervision where 2 staff will be required to ensure there is constant observation of the child/young person, or intermediate level supervision where one contact supervisor is present.
7. To be responsible for providing suitable and safe facilities at the Contact Centre premises/or other agreed venue for the contact sessions. To ensure that the premises/location and any equipment are of a satisfactory and safe standard.
8. To ensure that the centre and service is welcoming and accessible regardless of ethnicity, gender, sexuality, disability, language and abilities.
9. To maintain policy and guidelines for the running of the Service within, the NACCC (National Association of Child Contact Centres) Guidelines and current legislation.
10. To achieve and maintain NACCC enhanced accreditation and work within guidelines and standards. Ensuring records are maintained to meet NACC requirements.
11. To ensure the consistency of the quality of supervised contact whether the service is delivered by Family Time Facilitators. To allocate appropriately qualified staff to undertake the different types of supervised contact.
12. To identify appropriate volunteering opportunities within the service to enhance the service offer; liaising with the wider Family Action team to recruit, train and allocate volunteers appropriately. Ensuring adequate supervision is in place for volunteers within the service.
13. To ensure that the staff recording, and report writing is of high standard; within agreed procedures and is completed within defined timescales.
14. To sign off all reports for court to ensure they meet the judiciary requirements.
15. To keep accurate records of the contact work, adhere to confidentiality, information sharing protocols, assessment processes, provide monitoring information to Family Action, Service Commissioners, Oversight Board as required.
16. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
17. To participate in personal supervision and training and to attend local and central staff meetings. This may involve keeping in touch with developments in the field by liaising with other similar services and attending events organised for supervised/family contact staff.
18. To contribute to the collection and analysis of information required by funders and Family Action and provide accurate reports as appropriate.
19. To have an oversight of timesheets, expenses, tender applications and be responsible for budget management associated with the service.

20. Respond appropriately to any safeguarding concerns, demonstrating an understanding of, and complying at all times with Family Action's and SBC procedures for promoting and safeguarding the welfare of children and vulnerable adults. To Act as a Safeguarding Lead within the service. Supporting staff to raise concerns immediately with assigned family social workers where an incident occurs during a contact session.
21. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
22. To ensure the implementation of 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.
23. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
24. To ensure all legislative requirements are adhered to when the service is required to transport children, young people and or their families. Also ensure staff involved in the transport, are appropriately experienced and hold full and current driving licenses plus business class insurance.
25. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
26. 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

PERSON SPECIFICATION

1. A recognised professional level 4 qualification in social work or social care, health, education or equivalent experience, and evidence of a commitment to continuing learning and professional development.
2. Tracked evidence of successful management of complex projects which deliver positive outcomes for children and families.
3. The ability to work with families in conflict and the importance of remaining impartial, objective and focused on the needs of the child/children/young person at all times.
4. The ability and skills to collate and analyse variety of data to inform future plans, experience of producing high quality reports to respond to contractual requirements.
5. Ability to evaluate provision and utilise quality assurance frameworks to drive forward continuous improvement.
6. Ability to influence the change at different levels: strategic and operational with strong leadership skills to 'take' people through change process effectively while minimising impact on users.
7. Ability and experience in providing line management and leadership to a team of staff and volunteers incl. restorative monthly supervision. Experience of supporting and training staff and volunteers effectively.
8. Excellent assessment, risk assessment, planning and record keeping skills.
9. A good understanding of safeguarding issues and a commitment to Family Action's and SBC procedures for promoting and safeguarding the welfare of children and vulnerable adults. Act as a Safeguarding Lead for the service.
10. Understanding of the needs of families/individuals, and the impact of disadvantage and social exclusion and the commitment to and willingness to promote inclusion and equality of opportunity for all
11. A confident and professional approach to working with service users and colleagues. Excellent interpersonal skills including the ability to engage a range of audiences such as strategic stakeholders. Ability to use MS package effectively for meetings and collaborations.
12. Experience of service planning in co-production with key stakeholders, users and staff.
13. Ability to prioritise and organise workload effectively and to develop robust administration procedures
14. Robust knowledge and experience of finance systems, budget setting and review

15. A commitment to Family Action's Equality & Diversity Policy and 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.
16. Willing to offer some flexibility in work hours and regularly work weekends and evenings
17. Understanding of legislative requirements in relation to the transportation of children, young people and or their families
18. Use of a vehicle for business purposes and the ability to travel on a daily basis
19. An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
20. 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