

## **JOB DESCRIPTION**

**Job title:** Service Manager

**Service:** Medway Family Time

**Grade:** 4 (lower)

**Hours:** 37 hours per week (full-time), possible job share and secondment arrangements

**Location:** Sunlight Centre, Gillingham

**Responsible to:** Operational Manager

### **Summary of job:**

This role is an exciting opportunity for an experienced manager to lead on the implementation, delivery and development of the Medway Family Time on behalf of Medway Council.

Working closely with the Family Action Operational Manager, the Medway Social Care Manager and commissioner you will ensure that the service is developed in accordance with the contract specification and that policy and practice is maintained to the highest standards.

Family Action aims to provide a safe, happy and positive experience for the families, children and young people referred for contact and this role is central to this ensuring that trusting relationships can be build with families and where appropriate support, advice and guidance can be given to them.

The Service Manager will build and lead a team to support the service development and its drive for continuous improvement. They will play a pivotal role in the development of systems and processes to support the service, gaining support from Family Action's support services and from the management structure in the South. A key part will be leading by example as the team is built and supported through a period of change and development.

### **Key Tasks and Responsibilities:**

1. To have management responsibility for the coordination of Family Time at the Sunlight Contact Centre, Gillingham and sessions which take place in the local area outside of the contact centre for example at community-based locations
2. To make a positive contribution to partnership working to strengthen professional relationships, 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
4. To recruit and train the staff to support Family Time, particularly focusing on safeguarding risks and skills required for intervening and managing any risk situations.
5. To provide line management and supervision to staff, to be accountable for quality assurance of the service including auditing case files, screening referrals, allocating the work to appropriate staff and proof-reading final reports
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 supervision of the children/young person or intermediate supervision where one member of staff may be 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, Contract Service Standards 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. To allocate appropriately qualified staff to undertake the different types of supervised contact.
12. To ensure that the staff recording, and report writing is of high standard; within agreed procedures and is completed within defined timescales.
13. To sign off all reports for court to ensure they meet the judiciary requirements.
14. To keep accurate records of the contact work, adhere to confidentiality, information sharing protocols, assessment processes, and provide monitoring information to Family Action and Medway Service Commissioners as required.
15. 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.
16. 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.

17. To contribute to the collection, development and analysis of information required by funders and Family Action and provide accurate reports as appropriate.
18. To have an oversight of timesheets, expenses, tender applications and be responsible for budget planning and management associated with the service.
19. Respond appropriately to any safeguarding concerns, demonstrating an understanding of, and complying at all times with Family Action's and Medway's 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.
20. 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.
21. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical
  - a. 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.
22. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
23. To ensure all legislative requirements are adhered to if 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.
24. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
25. 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 minimum professional level 4 qualification in social work or social care, health, education, 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 incl. restorative monthly supervision. Experience of supporting and training staff 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 HCC 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. The ability and willingness 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