

## **JOB DESCRIPTION**

**Job title:** Service Locality Manager

**Service:** Lincolnshire Behaviour Outreach Support Service (BOSS)

**Salary:** Grade 4 Point 29 – 32

**Hours:** 37 hours per week / 40 weeks per year (Term Time Only)

**Location:** South Holland and South Kesteven, Grantham NG31

**Responsible to:** Operational Manager

### **Job Summary:**

To lead on the day-to-day delivery of the BOSS service in one of three locality areas of Lincolnshire, providing effective management and leadership to a team of 8 BOSS workers. The post holder will be required to work in partnership with the management team to support the Strategic development of a comprehensive and integrated service for schools. The postholder will be required to work closely with schools and Local Authority partners to develop relationships, in order to reduce the risk of suspensions and exclusion.

As a Service Locality Manager, you will be working as a part of a management team and be accountable for the quality standards in the service, building and sustaining professional relationships with all stakeholders and integrating new delivery elements of the contract. You will deliver specialist advisory and support services to schools and parents/carers, in relation to understanding the causative factors of distressed behaviours and develop consistent strategies that can be utilised both within the school and at home.

### **Key tasks & responsibilities:**

1. Support the Operational Manager in all aspects of delivery, including the development of new workstreams of the Behaviour Outreach Support Service and management of the strategic relationships with schools, partners, and commissioners.
2. Provide line management and leadership to BOSS workers, to motivate and inspire a team of staff and ensure a 'one team' approach to delivery across all three Lincolnshire teams.
3. Prioritise referrals and ensure effective deployment of BOSS workers to ensure pupils and schools receive a timely and effective service.

**Family Action Head Office** 34 Wharf Road, London, N1 7GR

T: 020 7254 6251 [info@family-action.org.uk](mailto:info@family-action.org.uk) [www.family-action.org.uk](http://www.family-action.org.uk)

Registered as a Charity in England and Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.

Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Princess of Wales. Chair: Ian Hargrave. Chief Executive: David Holmes CBE.

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4. Ensure robust case management systems are in place that measure risk, progress, impact, outcomes and capacity.
5. Work in partnership with the Operational Manager, Volunteer & Training Coordinator and other colleagues in planning, monitoring, and reviewing the development of the service in line with identified priorities, targets, and outcomes such as development of volunteering offer, SEND workshops and support offer for parents/carers.
6. Encourage and promote inclusive approaches in mainstream settings in response to distressed behaviours, which are trauma informed and restorative, advocating and advising on the use of positive behaviour management techniques and providing specialist guidance and support, drawing on best available evidence of effectiveness.
7. Contribute to monitoring and performance reports as directed by the Operational Manager. Implement revisions to service delivery as required and ensure a well-coordinated delivery plan which supports the vision for the service.
8. Ensure that the services provided to schools are efficient, effective, offer high quality and work to measurable outcomes.
9. Develop and maintain effective relationships with mainstream schools, alternative provision and other key partners at a senior level, ensuring the service is an integral part of Lincolnshire's Ladder of Behavioural Interventions which aim to reduce the risk of exclusion.
10. Ensure service delivery meets Family Action's Quality Assurance Framework and work with the Operational Manager to develop, implement and review quality assurance activity within the service, including for any new work streams/elements.
11. Work with the Operational Manager to identify and develop a robust training and workshop offer for schools with a focus on inclusion and understanding the causes of distressed behaviours.
12. Work in partnership with the SEND Workforce Development Service, as directed by the Operational Manager, to develop and deliver training and workshops focused on supporting pupils with Special Educational Needs & Disability (SEND) needs.
13. Develop and maintain appropriate relationships with colleagues in Head Office departments e.g., HR, Finance, Fundraising, Q&P, to ensure the smooth and effective running of the service.

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14. Ensure that all aspects of the service are fully compliant with Family Action's Safeguarding Children and Vulnerable Adults, Risk Management and Health and Safety policies, procedures, and practice standards.
15. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and always complying with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
16. Recruit new members of staff, in line with Family Action's Safer Recruitment policy and making sure that all members of staff are properly inducted, receive regular restorative supervision, are subject to an annual performance appraisal and have up-to-date development plans.
17. Recognise and address poor performance, set support packages and to undertake investigations when required.
18. Act as a passionate advocate for service user participation and involvement: schools, children, young people and their parents and carers, increasing opportunities for service users to influence and shape the way services are designed, developed, and delivered.
19. Contribute to the development of the service plan, identifying gaps and shortfalls in service provision and, by working collaboratively with the Operational Manager, Schools, Pupil Reintegration Team, Staff, and the Deputy Director, developing practical solutions to address them.
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 our work.
21. Be responsible for local budget and expenditure, supporting the Operational Manager to ensure the service is delivered within the budget envelope and highlighting any risks that arise.
22. 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

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23. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - 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
24. Implement Family Action's Equality Diversity and Inclusion 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.
25. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
26. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

### **Person Specification**

1. A recognised professional/degree level qualification in education, social work, social care, health, or equivalent experience, and evidence of a commitment to continuing learning and professional development.
2. Experience of working in services which deliver positive outcomes for children and families and demonstrable personal experience of successfully delivering support either face to face or remotely. This should include experience of delivering services to children and young people who display distressed behaviours and/or are at risk or exclusion.
3. Proven ability to manage, supervise and appraise a team of staff, including effective management of performance and sickness absence.
4. Proven ability to work independently or as part of a team, and critically analyse the performance of individuals and teams, making professional, evidenced based decisions and recommendations that improve practice, service delivery and service performance.
5. Experience of working directly with vulnerable children and young people to support positive behaviour, measurable and evaluated outcomes for children and young people at risk of exclusion and experience of supporting staff in their direct work with children, young people, their families, and schools to reduce the risk of exclusion.
6. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

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7. Excellent interpersonal skills including the ability to develop effective working relationships with a range of partners at all levels, including schools, LA partners, stakeholders, commissioners, and staff to ensure delivery of a comprehensive service which will address the needs of individual children, young people, and schools in accordance with local practices and processes for managing behaviour in schools.
8. Knowledge of attachment theory, the impact of poor attachments, and the impact of communication difficulties in educational settings, having a toolkit of recognised strategies and solutions that promote inclusion, reduce isolation, reduce stigma, and challenge practice.
9. Knowledge of issues relating to children with Special Educational Needs and Disabilities (SEND) which may cause them to exhibit distressed behaviours in a school setting and ability to work in partnership with the SEND Workforce Development Service to develop and co-deliver appropriate training packages.
10. Experience of managing a team budget, adhering to financial constraints and highlighting any risks.
11. Ability to participate in the development of policies, improving practice and designing delivering training programmes to other professionals, including schools and education settings.
12. Experience of monitoring, evaluating, and reviewing service performance and outcomes and the ability to collate and analyse information and to produce reports and action plans based on that information.
13. Excellent organisational skills, with the ability to prioritise workload, self-motivate and work to tight deadlines on own initiative, and ensuring the Operational Manager is notified promptly of any major concerns.
14. An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
15. A commitment to Family Action's Equality, Diversity and Inclusion 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. Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems.
17. Ability to work outside of regular business hours and to be flexible to meet the needs of the service.

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