

## ROLE DESCRIPTION



### Background to Safe Families

We are a Christian and community based charity that seeks to empower local volunteers, predominantly from the church, to engage with those most at need. Safe Families exist to create relationship and connection, offering support, hope and belonging to improve the lives of those in our communities, because everyone deserves to belong. Working hand-in-hand with Children's Services we link children, young people, care leavers and families with local volunteers who can offer them help and support. Working with a large volunteer base Safe Families assists families in crisis by offering respite care to children and befriending to parents and carers.

### Employment details

<b>Title:</b>	<b>Family Support Manager (FSM)</b>		
<b>Location:</b>	Edinburgh & Lothians <i>(Based out of our Edinburgh Office)</i>	<b>Hours:</b>	Full time/Part Time considered
<b>Reports to:</b>	Family Support Team Leader	<b>Pay:</b>	£25,503 – £30,603*, (pro rata'd for part time) <i>* Dependent on qualifications and experience</i>
<b>Start date:</b>	September 2022	<b>Job type:</b>	Permanent

### Role summary

The Family Support Manager is a key staff role which involves working with families and care leavers referred by the LA and facilitating support from volunteers recruited from the local church and community.

You would work as part of the Edinburgh and Lothians team which includes Edinburgh, Mid Lothian, East Lothian and West Lothian. You will need to be available to travel and work across this area. You would be involved from initial referral through to official completion of support, including risk assessment of a family, identifying goals, matching and introducing volunteers, providing on-going mentoring and support to volunteers and assessing when outcomes have been achieved. Your objective is to help support families and care leavers navigate challenging circumstances through connecting them into local volunteer based, sustainable support.

The role requires experience of working with vulnerable people and groups, and knowledge and application of safeguarding principles and processes. It is an incredibly exciting role where you would have the privilege of seeing how the simplest of actions, often from dedicated volunteers, really can bring hope and transformation to families.

## **Role responsibilities:**

### **Family Support Coordination**

1. Overall case management for families receiving support.
2. Meeting with families in their own homes to assess their needs to agree a solution focussed support plan.
3. Encouraging and motivating engagement from families.
4. Communicating requests for support to the volunteer base via our database and/or phone calls, seeking to find appropriate volunteers to match with families in need.
5. Working together with the Community Volunteer Team, providing guidance, direction and empowerment to volunteers delivering befriending, hosting and resource support.
6. Regularly reviewing the progress of a family towards their goals as a result of Safe Families intervention and capturing evidence of impact.
7. Regularly updating referrers with the progress of referred families.
8. Supervising the case progress, ensuring healthy and effective relationships between families supported and the volunteers who are providing support.
9. Responding effectively to daily problem-solving relating to the ebb and flow of cases and a wide range of issues that may arise.
10. Being a safeguarding point of contact, dealing with concerns raised by volunteers and escalating referrals when necessary.
11. Working together with the referrals team to secure necessary resources for families as need arises.

### **Presenting, training and developing partnerships**

12. Promoting the work of Safe Families within the local authority, establishing good working relationships and a steady flow of appropriate referrals.
13. Liaising with churches, community groups and other services to ensure that families can access appropriate ongoing local support.
14. Assisting in the delivery of regular, high-quality training and celebration events for volunteers.

### **Administration and IT**







15. Creating and maintaining accurate and secure records including frequent, good quality case notes.
16. Ensuring all administrative duties are completed effectively, including document preparation, scanning and uploading, consent and information forms.
17. Producing written case studies when requested.

### **Team working**

















18. Contributing to team culture by living out the values of Safe Families
19. Participating in the wider team life of Safe Families, which will include out of hours events such as volunteer evenings and training days, staff conference away days, and providing cover for an on-call rota.
20. Participating in the local and wider Safe Families team networks, sharing good practice and supporting other colleagues. This includes travelling to and participation in regular local meetings and bi-monthly team meetings.
21. Supporting colleagues by completing crossover tasks as required. This might include completing volunteer assessments, attending services at partner churches and other tasks within your skill set agreed in discussion with your line manager.
22. Taking an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses.
23. Being a champion and advocate for the compassionate ethos of the charity, which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.

## **Person specification:**


### **Required values and characteristics:**

-  Genuine love for people and a desire to see them thrive
-  Passion for the wider vision of Safe Families
-  Approachable and encouraging
-  Confident yet perceptive - strong in empathy, tact and discretion
-  Innovative, curious and reflective
-  Courageous - willing to challenge and be challenged

### **Required experiences, skills, knowledge and qualifications:**

-  Experience of working with children, families or other vulnerable groups in a community or professional setting
-  Experience of managing a demanding caseload, showing ability to prioritise and work under pressure
-  Demonstrable competence and experience in assessment and analysis of need and risk and the management of plans to address these.
-  Ability to analyse information and make sound decisions
-  Ability to understanding the needs of care leavers, children and families and the ability to think innovatively about how volunteers could best support them
-  Ability to write and maintain clear and accurate records
-  Ability to be flexible and respond well to a changing environment
-  Ability to present Safe Families clearly and to facilitate the understanding of Safe Families by other agencies, families in crisis and Safe Families colleagues
-  Ability to work collaboratively and effectively with the team and wider organisation when planning and developing the service
-  Ability to use of Microsoft Office and to be taught how to use a bespoke database
-  Ability to drive with access to own transport
-  Knowledge of current research and good practice standards in relation to children and families, in particular with regards to achieving positive outcomes and promoting their welfare
-  Knowledge of the latest safeguarding frameworks for working with children and families
-  Knowledge and understanding of local needs, church and community networks and existing services and agencies
-  Knowledge of key health and safety responsibilities
-  Accredited professional status in health or social care or a related field e.g. CQSW, DipSW, CSS, PQCCA.

### **Desirable experiences, skills, knowledge and qualifications:**

-  Experience of working with care leavers
-  Experience of managing volunteers
-  Accredited professional status in Social Work
-  Current registration with HCPC/Social Work England or equivalent such as The Care Inspectorate (SCSWIS), BACP, ACC, UKCP

**Further notes:****Equality**

Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates

**Safeguarding**

Completion of the recruitment process would involve the candidate being screened through a PVG check.

**Occupational Requirement (OR)**

This post has been identified as having an “occupational requirement” under Schedule 9, Part 1, paragraph 1 and 3 of the Equality Act 2010 where it is a requirement that this post be filled by a Christian (currently active and committed to the Christian faith). All candidates must evidence they support the vision and values of the organisation.