



Safe Families

# Knowsley Family Support Team Leader

INFORMATION PACK

**APPLICATION DEADLINE**

Wednesday 22 May

**NO  
ONE  
SHOULD  
FEEL  
ALONE**

Safe Families for Children is a Registered Charity in England and Wales No. 1150405 and Registered Charity in Scotland No. SC048207 and Company Limited by Guarantee Registered in England and Wales No. 08134971. The Registered Office is 4 Diamond Court, Kingston Park, Newcastle upon Tyne, NE3 2EN.

# INTRODUCTION

Thank you for your interest in the Knowsley Family Support Team Leader post. This information pack outlines the role and provides information about Safe Families and includes:

- An introduction to Safe Families and the North West region
- Job Description
- Person Specification
- Essential employment information

**Safe Families believes no one should feel alone. We exist to create connection because everyone deserves to belong.**

We are a fast growing team of 170+ staff and 5,000+ volunteers offering hope, belonging and support to children, families and care leavers. We do this primarily, but not exclusively, with and through local churches.

Everyday I hear stories where families lives are transformed through a volunteer offering hospitality and belonging - simply being there for someone who needs a friend. We are driven by these acts and the

stories that result. We are looking for people who embody our values to become part of our thriving, innovative team dedicated to empowering churches and volunteers to make a real difference.

I care deeply about Safe Families being a place where you can bring your whole self to work and believe that having a loving and supportive work environment is vital to our own ability to belong to the teams we are part of.

We are passionate about increasing the diversity of our team particularly with respect

to representation from those who have lived experience with the social care system as well as black and minority ethnic groups. I believe that diverse teams are more effective teams.

I'm excited you are exploring joining our team and we look forward to getting to know you, Love,

Kat Osborn  
CEO Safe Families



## OUR VALUES



### LOVE

LOVING ABUNDANTLY

Supporting with hope, generosity and dignity



### BELONGING

BUILDING COMMUNITY

Establishing positive relationships that bring security and connection



### EMPOWERMENT

ENABLING POTENTIAL

Confident everyone has the ability to thrive



### FAITH

TRUSTING BOLDLY

Believing lives can be transformed and in a God who can do more than we can ask or imagine



### HUMILITY

SERVING TOGETHER

We know we can't do it alone, so we invest in strong, honest and honouring partnerships



## SAFE FAMILIES IN THE NORTH REGION

The North Region covers the North-East of England; spanning from Northumberland to Darlington and Middlesbrough, and the North-West from Carlisle to Greater Manchester and Merseyside. We currently have 16 partnerships with a range of Local Authorities and churches.

The regional team is made up of about 40 members of staff and we have a resource bank of approximately 1800 volunteers. In the last twelve months the North Region has provided support to approximately 545 families.

You will be part of a caring and supportive team, who are all dedicated to empowering volunteers to make a real difference in the lives of families in the North region and across the UK.

### MARK BUCHANAN

Programme Director



# ACROSS THE UK

Since beginning in the UK in 2013 Safe Families has seen:

**9,818**  
Families supported



**10,304**  
Bed nights



**1,394**  
Churches & community groups



**22,728**  
Children benefitting



**5,399**  
Volunteers



**50**  
Partner Contracts

Figures accurate to 18th April 2024





## Tam's Story

Tam had 2 young children when she needed to move into temporary accommodation for her and the children's safety. She grew up in care and had no support network but desperately wanted to do the best for her children.

Safe Families were able to put 5 volunteers from 2 local churches around Tam and over a period of 18 months. They all played different roles in helping her gain the confidence she needed to start to thrive.

Peter and Vivienne would help look after the children and became like the grandparents they never had.

Ray and Sue helped Tam find a home and taught her how to look after the garden - they even built a shed together.

Mary would grab shopping for Tam and be someone she could speak to when she needed to connect.

Tam said "They were so supportive. I couldn't ask for more. When you are in a bad place they help make it positive. So you're not on your own."

### WATCH TAM'S STORY

Scan the QR code or visit  
[safefamilies.uk/tams-story](https://safefamilies.uk/tams-story)



# OVERVIEW OF KNOWSLEY FAMILY SUPPORT TEAM LEADER

The Family Support Team Leader is a key leadership role taking end-end operational oversight of families and facilitating support from volunteers recruited from the local church and community.

You would work as part of the North West team which includes Greater Manchester, Lancashire, Cumbria, Merseyside and Lancashire, and you will need to be able to travel and work predominantly across Knowsley. As well as travelling to line manage colleagues in Cumbria and Lancashire.

The Family Support Team Leader will have line management responsibility for the Family Support Managers in the area. The Family Support Team are involved from initial referral from school or Local Authority, through to official completion of Safe Families' support, including risk assessment of a family situation, identifying goals, matching and introducing volunteers, providing on-going mentoring and support to volunteers and assessing when outcomes have been achieved. The objective is to help support families navigating challenging circumstances through connecting them into local volunteer based, sustainable support. In addition to providing oversight for all family support within the team the Team Leader will also hold a small number of families.

The role requires experience of working with children, families or other vulnerable 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 and care leavers. The successful applicant will also qualify for enrolment onto Safe Families' bespoke leadership training and development programme.

## EMPLOYMENT INFORMATION

### JOB TITLE

Knowsley Family Support Team Leader

### LOCATION

Based out of our Skelmersdale office. Flexible remote working available for some hours a week.

### CONTRACT TYPE

This is a permanent contract. Subject to continued partnership funding.

### HOURS OF WORK

Part time 0.8 (30 hours)

### START DATE

Jun-24

### REPORTS TO

Senior Family Support Manager

### SALARY

£ 32,046.00 - £ 34,147.00 (pro rata FTE 0.8 £ 25,636.80 - £ 27,317.60). Dependent on skills and experience.

### HOLIDAY ENTITLEMENT

33 days Pro-rata'd to 0.8=26.5 (inclusive of bank holidays). All staff receive an additional day of leave on their birthday.

### EMPLOYEE BENEFITS

After three months automatic enrolment into a generous salary sacrifice scheme with Aegon Retirement Choices. YuLife (Life insurance) and access to the employee assistance programme.

### PERIOD OF NOTICE

One month's notice by either party, following a successful probation period.

# ROLE RESPONSIBILITIES

## FAMILY SUPPORT COORDINATION

The Family Support Team Leader will hold a small caseload of families.

1. Overall case management for families receiving support.
2. Understanding and delivery of trauma informed support.
3. Meeting with families in their own homes to assess their needs to agree a solution focussed support plan.
4. Encouraging and motivating engagement from families.
5. 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.
6. Working together with the Community Volunteer Team, providing guidance, direction and empowerment to volunteers delivering befriending, hosting and resource support.
7. Regularly reviewing the progress of a family towards their goals as a result of Safe Families intervention and capturing evidence of impact.
8. Regularly updating referrers with the progress of referred families.
9. Supervising family progress, ensuring healthy and effective relationships between families supported and the volunteers who are providing support.
10. Being able to problem solve and respond positively and effectively to the challenges families face day to day and the wide range of issues that may arise.
11. Being a safeguarding point of contact, dealing with concerns raised by volunteers and escalating referrals when necessary.
12. Working together with the referrals team to secure necessary resources for families as need arises.

## LEADING A TEAM OF FAMILY SUPPORT MANAGERS

Line management, 1:1 support, development and mentoring of Family Support Managers (FSMs) in the area:

13. Regular reviews with FSMs to supervise family support enabling and encouraging reflective practice.
14. Support for the FSMs in creating bespoke support plans.
15. Support for the FSMs regarding risk and safeguarding.
16. Ensuring the FSMs keep accurate case notes.
17. Ensuring that families are managed within an agreed time scale according to the needs of the family.
18. Being a part of a wider regional leadership team, in order to keep informed, feed back observations and challenges for discussion and ensure the healthy development of team culture.

19. As a member of the Volunteer Approval Panel, peer review assessments and references and assist the decision-making regarding whether volunteer applicants are given clearance to begin working with children and families.

## **REFERRAL OVERSIGHT**

Work closely with the Referrals and Admin Coordinator (RAC), including referral reviews with the RAC on an ongoing basis to ensure:

20. Risk and safeguarding considerations are assessed to ensure smooth running of the referrals process in the hub.
21. The creation and maintenance of accurate and secure records for the referred families including frequent, good quality case notes.
22. Allocation of cases to FSMs and support to match the appropriate volunteer to the family.
23. Supporting FSMs to deal with concerns raised by volunteers, utilising support from the Senior Family Support Manager and making forward referrals when necessary.
24. Monitor the service provided; evaluating feedback from families on the support provided by Safe Families, ensuring that the voice of the child is captured.

## **PRESENTING, TRAINING AND DEVELOPING PARTNERSHIPS**

25. Promoting the work of Safe Families within the Local Authority, establishing good working relationships and a steady flow of appropriate referrals.
26. When required, produce written reports and case studies for colleagues and key stakeholders as directed.
27. Liaising with churches, community groups and other services to ensure that families can access appropriate ongoing local support.
28. Assisting in the delivery of regular, high-quality training and celebration events for volunteers.

## **ADMINISTRATION AND IT**

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

## WHOLE TEAM WORKING

32. Contributing to team culture by living out the values of Safe Families.
33. 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.
34. 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.
35. 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.
36. 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

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

## REQUIRED EXPERIENCES, SKILLS, KNOWLEDGE AND QUALIFICATIONS

7. Experience of working with children, families or other vulnerable groups in a community or professional setting.
8. Experience of line managing other staff.
9. Experience of managing a demanding caseload, showing ability to prioritise and work under pressure.
10. Demonstrable competence and experience in assessment and analysis of need and risk and the management of plans to address these.
11. Ability to analyse information and make sound decisions.
12. Ability to understanding the needs of children and families and the ability to think innovatively about how volunteers could best support them through difficult times.
13. Ability to write and maintain clear and accurate records.
14. Ability to be flexible and respond well to a changing environment.
15. Ability to work collaboratively and effectively with the team and wider organisation when planning and developing the service.
16. Ability to use Microsoft Office and to be taught how to use Safe Families bespoke database.
17. Ability to drive with access to own transport.
18. 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.
19. Knowledge of the latest safeguarding frameworks for working with children and families.
20. Knowledge and understanding of local needs, church and community networks and existing services and agencies.
21. Knowledge of key health and safety responsibilities.

## **DESIRABLE EXPERIENCES, SKILLS, KNOWLEDGE AND QUALIFICATIONS**

- 22.** Experience of managing volunteers.
- 23.** Ability to present Safe Families offer clearly and to facilitate the understanding of Safe Families by other agencies, families in need of support.
- 24.** Accredited professional status in Social Work.
- 25.** Current registration with the HCPC/Social Work England or equivalent such as The Care Inspectorate (SCSWIS), BACP, ACC, UKCP.
- 26.** Accredited professional status in health or social care or a related field e.g. CQSW, DipSW, CSS, PQCCA.

## FURTHER NOTES

### EQUALITY

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

### SAFEGUARDING

Completion of the recruitment process will involve the candidate being screened through an Enhanced DBS check. A criminal record will not necessarily be a bar to obtaining a position. A copy of our Rehabilitation of Offenders policy statement is available on request from [recruitment@safefamilies.uk](mailto:recruitment@safefamilies.uk)

If applying for a role in Northern Ireland, the application to AccessNI is governed by the AccessNI Code of practice which can be found [here](#).

### OCCUPATIONAL REQUIREMENT

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.

### APPLICATIONS

To apply please complete the application form via our website prior to the closing date - Wednesday 22 May.

[safefamilies.uk/vacancies](https://safefamilies.uk/vacancies)

If you would like to discuss this role further please contact Michelle Ralph  
[michelleralph@safefamilies.uk](mailto:michelleralph@safefamilies.uk)  
0151 558 1474

**APPLY NOW**

