



**Safe
Families**



**Home
for Good**

FAMILY SUPPORT MANAGER (WEST CUMBRIA)

INFORMATION PACK

APPLICATION DEADLINE
Monday 08 September

INTRODUCTION

Thank you for your interest in the **Family Support Manager (West Cumbria)** post. This information pack outlines the role and provides information about **Safe Families and Home for Good** and includes:

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

As Safe Families and Home for Good we exist to ensure every child has a safe, nurturing home, and every family has the support they need to overcome challenges.

We are a fast growing team of 200+ staff and 5,000+ volunteers offering hope, belonging and support to children, families and care leavers. We do this primarily with and through the local church. Everyday we hear where lives are transformed through someone offering hospitality and belonging, simply being there for someone who needs a friend or family. 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 individuals to make a real difference.

We care deeply about this 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.

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. We believe that diverse teams are more effective teams.

We are excited you are exploring joining us and we look forward to getting to know you,

Love,

Kat Osborn
Co-CEO Safe Families and Home for Good



Safe Families vision is that no one should feel alone and so Safe Families seek to create relationship and connection for children and their families so that they can thrive. Like Home for Good, Safe Families partner with the church to train and support their members to offer hope and belonging to families.



Home for Good's vision is to find a home for every child who needs one through fostering, adoption and supported lodgings for teenagers. Home for Good works with the Church to inspire and support individuals and families to respond to the needs of children and young people in care, and particularly those who wait the longest for the right home.



THE NORTH REGION

The North Region covers the North East, North West and Yorkshire and the Humber. 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 500 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

Regional Director



11,116

Families
connected into
community



812

Enquiries into
adoption, fostering
and supported
lodgings in 2024



1,470

Churches and
community



25,642

Children
supported



5,346

Current
volunteers



68

Peer support
groups



10,514

Bed nights

Figures accurate as of 1st June 2025





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





Matt's* Story

Matt* shares how Home for Good have been part of his family's journey towards adoption.

I remember not long after we were married, a Home for Good speaker came to our church. The message he shared was inspiring, and it touched my heart – I'd wanted to adopt for as long as I could remember. But it didn't feel like the right time for us yet, as we were thinking about having birth children before adopting.

Three birth children later, and we went to a few initial adoption meetings and information sessions, where we were told that we should wait until our birth children were a little bit older – we know now this is pretty common. So, we had to wait for a while.

But when our youngest had reached the age recommended to us, I remembered that speaker at church all those years ago, and decided to call Home for Good. I spoke to a really helpful member of the team, and after some conversation with them they referred us on to Adoption Matters, who they work closely with, and that got the ball rolling.

Home for Good talk about the whole Church having a part to play in showing welcome and care to children and teenagers who have been in care, and our church has been a really brilliant source of support to us.

When we began the process, we shared it with our church family, and we had members of our church praying for us at every step of the way. We had people in our church give references for us. We had members of the church come along to the ceremony when our little girl legally became a member of our family.

We went to Festival Manchester as a family in 2022. We were walking through the field, there were people everywhere. Through the crowd, we spotted someone in a Home for Good t-shirt.

We said hello, and had a conversation, and my wife and kids took a photo with their big Home for Good sign. It felt like a full-circle moment. Way back before we had any children, we met Home for Good and were inspired as they shared about God's heart for family.

Home for Good were our first point of contact when we were ready to begin our adoption journey. And now here was my family, cuddled together inside a Home for Good picture frame, our little girl in the middle of our family picture.

*Name and image changed to protect identity

OVERVIEW OF FAMILY SUPPORT MANAGER (WEST CUMBRIA)

The Family Support Manager is a key staff role which involves working with 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 West Cumbria and Carlisle, and you will predominantly across West Cumbria.

You would be 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. Your objective is to help support families navigate challenging circumstances through connecting them into local volunteer based, sustainable support.

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.

EMPLOYMENT INFORMATION

JOB TITLE

Family Support Manager (West Cumbria)

LOCATION

West Cumbria

CONTRACT TYPE

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

HOURS OF WORK

Part time 0.5 (18 hours 45 minutes)

START DATE

Aug-25

REPORTS TO

Michelle Ralph

SALARY

£ 26,280.00 - £ 33,565.00 (pro rata FTE 0.5 £ 13,140.00 - £ 16,782.50) Dependent on skills and experience.

HOLIDAY ENTITLEMENT

36 days annual leave allowance (inclusive of bank holidays and Christmas closure), option to purchase additional leave and extra days added to your allowance with length of service. Pro-rated for part time staff.

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

4 weeks notice by either party, following a successful probation period.

ROLE RESPONSIBILITIES

FAMILY SUPPORT COORDINATION

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.

PRESENTING, TRAINING AND DEVELOPING PARTNERSHIPS

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

ADMINISTRATION AND IT

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

ROLE RESPONSIBILITIES

WHOLE TEAM WORKING

- 19.** Contributing to team culture by living out the values of Safe Families.
- 20.** 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.
- 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

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 managing a demanding caseload, showing ability to prioritise and work under pressure.
9. Demonstrable competence and experience in assessment and analysis of need and risk and the management of plans to address these.
10. Ability to analyse information and make sound decisions.
11. 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.
12. Ability to write and maintain clear and accurate records.
13. Ability to be flexible and respond well to a changing environment.
14. Ability to present Safe Families offer clearly and to facilitate the understanding of Safe Families by other agencies, families in need of support.
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.

PERSON SPECIFICATION

DESIRABLE EXPERIENCES, SKILLS, KNOWLEDGE AND QUALIFICATIONS

- 22.** Experience of managing volunteers.
- 23.** Accredited professional status in Social Work.
- 24.** Current registration with the HCPC/Social Work England or equivalent such as The Care Inspectorate (SCSWIS), BACP, ACC, UKCP.
- 25.** Accredited professional status in health or social care or a related field e.g. CQSW, DipSW, CSS, PQCCA.

FURTHER NOTES

EQUALITY

Safe Families and Home for Good actively encourage 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

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 - Monday 08 September
safefamilies.uk/vacancies

If you would like to discuss this role further please contact **Michelle Ralph**
michelleralph@safefamilies.uk
0151 558 1474
or email recruitment@safefamilies.uk

APPLY NOW



**Safe
Families**



**Home
for Good**

