Safe Families | Home for Good

FAMILY SUPPORT MANAGER (MANCHESTER)

INFORMATION PACK

APPLICATION DEADLINE
Monday 01 December

INTRODUCTION

Thank you for your interest in the Family Support Manager (Manchester) post. This infomation pack outlines the role and provides information about Safe Families and Home for Good.

SEEING CHILDREN & FAMILIES FLOURISH

At Safe Families and Home for Good, we have a vision rooted in hospitality, justice, belonging and collaboration. **Together, we hope for a society where no family feels alone, and every child has a home where they can flourish. We believe the Church is central to this vision.** Through our family support programme, we connect volunteers from local churches and communities with families who are isolated and overwhelmed. These volunteers offer friendship, practical help, and a listening ear – building relationships that restore dignity, reduce pressure, and help families stay together. It's grassroots, relational, deeply personal and all about creating communities of true welcome and belonging.

At the same time, we walk alongside those exploring fostering, adoption, or supported lodgings - offering guidance, support, connection and advocacy. We want to see more people open their homes to children in care, and more churches equipped to wrap around those who do. Because, when children sadly do need to come into care, they deserve to be welcomed into homes and communities that are safe, stable and full of love.

Alongside delivering practical support, we're committed to systemic change. We take a hopeful, innovative approach, not just calling for change but demonstrating how it can be achieved. By amplifying the voices of children, young people, and families with lived experience we seek to bring transformation to the structures that can lead to families being isolated and children without support. And by sharing the expertise and knowledge of our teams on the ground through training, courses and resources we ensure all are able to play their part in change.

We believe that deep and lasting transformation can only occur when we collaborate with others and so, through partnering with and equipping local authorities, policymakers, and faith communities, we reimagine what true care and community can look like.

Join us, together we can create a society where no family feels alone, and every child has a home where they can flourish.

Kat Osborn and Tania Bright
Co-CEOs

Safe Families | Home for Good

Our deep-rooted Christian faith is the foundation of our values, so we act with:

HOPE

We believe that change is always possible.

We sit with one another in the messiness of life, holding firmly to an attitude of hopefulness.

COURAGE

We champion justice and advocate for change.

We step into challenging spaces, have difficult conversations, and remain steadfast in uncertainty.

INTEGRITY

We do what we say we will.

We build authentic, transparent, and enduring relationships.

COMPASSION

We love the one in front of us with generosity, dignity and grace.

We seek to ensure everyone is seen, heard, and valued.

TOGETHERNESS

We intentionally choose to work alongside others.

We seek to partner, collaborate, and empower.

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

Safe Families | Home for Good

26,616 Children supported

11,587 Families connected into community

5,215 Current volunteers

8,049 Enquiries into adoption, fostering and supported lodgings

56 Peer support groups

1,480 Churches and community groups

10,602 Bed nights

Figures accurate as of 1st November 2025

TAM'S STORY

Tam had 2 young children when she needed to move into temporary accommodation for and her 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

WHEN VOLUNTEERING OPENS NEW DOORS:
ANNABEL'S STORY

Annabel and her husband Justin always hoped for a larger family. Their two sons brought them joy, but the feeling that someone was missing lingered, reinforced one day when her youngest said, 'Mummy, I always feel like someone is missing.'

That moment stayed with her. When friends at church shared their fostering experiences and gave them the Home for Good book, Annabel began to wonder if it could be right for them too.

A presentation at her church from Safe Families gave her a way to explore that possibility without committing straight away. After chatting with the team, her family began volunteering.

They were matched with a mum who had two children. For over a year, Annabel's family cared for the baby every other weekend so his mum could rest and spend time with her older daughter. Her sons embraced it, and Annabel built a strong connection with the mum, staying in touch long after formal support ended.

That experience gave them the confidence to take the next step. Annabel and Justin contacted Home for Good and were supported as they trained and became short-term foster carers for babies and toddlers. It suited their family well, and even brought out a nurturing side in their youngest son they hadn't seen before.

'Once we started foster caring,' shared Annabel, 'Home for Good employed their first worker in Wales where we were based. He was such a support to us.'

He helped them connect with a local network of foster carers and adopters, offering encouragement and shared understanding that made a real difference.

After fostering four children, the time came to step back. The experience had left a lasting mark. Annabel is now training as a social worker and continues to speak up for children in care as a Home for Good Church Champion.

OVERVIEW OF FAMILY SUPPORT MANAGER (MANCHESTER)

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 Greater Manchester and surrounding area, and you will need to be able to travel and work predominantly across Greater Manchester.

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/foster and kinship carer situations, 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 and carers.

EMPLOYMENT INFORMATION

JOB TITLE
Family Support Manager (Manchester)

LOCATION
Manchester

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

HOURS OF WORK
Part time 0.6 - 0.6 (22 hours 30 minutes)

START DATE
January 2026

REPORTS TO
Family Support Team Leader

SALARY
£ 26,280.00 - £ 31,565.00 (pro rata FTE 0.6 £ 15,768.00 - £ 18,939.00) 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 and Home for Good 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 and Home for Good 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 and Home for Good.

20. Participating in the wider team life of Safe Families and Home for Good, 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 and Home for Good. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families and Home for Good 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 and Home for Good.
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 and Home for Good 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 01 December
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**

START YOUR APPLICATION NOW

Safe Families | Home for Good

safefamilies.uk **homeforgood.org.uk**

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