



**Safe
Families**



**Home
for Good**



**REFERRALS TEAM LEADER
- MATERNITY COVER (EAST
MIDLANDS, WEST MIDLANDS
AND THE EAST OF ENGLAND)**

INFORMATION PACK

APPLICATION DEADLINE
Friday 12 December

INTRODUCTION

Thank you for your interest in the Referrals Team Leader - Maternity cover (East Midlands, West Midlands and the East of England) post. This information 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 grass-roots, 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



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 CENTRAL REGION

The Central Region includes the West Midlands, East Midlands and East of England. We currently have 13 partnerships with a range of Local Authorities Multi Academy Trusts.

The regional team is made up of more than 35 members of staff and around 1800 volunteers. This year the Central Region will be providing support to approximately 410 families with 1200 children, alongside 22 Care Leavers and 10 women who have had children previously removed from their care.

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

HELEN CRANDLEY Regional Director



Safe Families



Home for Good

11,587

Families connected into community



8,049

Enquiries into adoption, fostering and supported lodgings



1,480

Churches and community groups



26,616

Children supported



5,215

Current volunteers



56

Peer support 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 REFERRALS TEAM LEADER - MATERNITY COVER (EAST MIDLANDS, WEST MIDLANDS AND THE EAST OF ENGLAND)

The Referrals Team Leader role offers an exciting chance to shape how support for families and care leavers is delivered across the region. Leading a small, dedicated team, you'll be at the centre of the process—ensuring that families are connected with the right support swiftly, and that the overall flow of referrals runs smoothly and effectively. Working closely with 2 Heads of Family Support and 3 Family Support Team Leaders, you'll be the person who keeps momentum high, spots emerging needs, and understands the bigger picture of trends across the region.

A further key part of the role involves overseeing all incoming enquiries that you and your team will respond to—via email, phone, and other channels—which means you'll develop a deep, confident understanding of all the Safe Families Home for Good activities, pathways, and processes.

This is a role for someone who enjoys variety: part detective, piecing together essential information to make informed decisions; part data analyst, interpreting patterns and insights to guide proactive planning and response. It's also a distinctly relational role—regularly engaging with referrers (primarily social workers) and collaborating with local team leaders to ensure each family receives the right level of support at the right time.

You'll be line managed by the Head of Business Development, who will offer coaching and support as you grow in the position. You will additionally have a 3 month overlap with the current post holder who is going on maternity leave in April 2026, which further enables a comprehensive induction period.

This role is ideal for anyone passionate about the children and families sector and the voluntary sector. The skills and experience you will gain and have opportunity to use—decision-making, case flow management, partnership working, and data-led insight—form a strong foundation for future opportunities in frontline practice, project management, and team leadership.

You'll be based in the Nottingham office and will be part of the Central England regional team, working alongside colleagues across the East Midlands, West Midlands, and East of England.

EMPLOYMENT INFORMATION

JOB TITLE

Referrals Team Leader - Maternity cover
(East Midlands, West Midlands and the East of England)

LOCATION

East Midlands, West Midlands and the East of England

CONTRACT TYPE

This is a maternity cover contract. The expected contract end date is 04/01/2027. Subject to continued partnership funding.

HOURS OF WORK

Full time or part time considered: 30 - 37.5 hours

START DATE

Jan-26

REPORTS TO

Head of Business Development

SALARY

£ 26,280.00 - £ 29,315.00 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 6 month probation period.

ROLE RESPONSIBILITIES

TEAM LEADERSHIP

1. Providing line management of the Referrals Team ensuring there are regular individual check-ins and one to one reviews which cover both wellbeing and professional development.
2. Facilitating team meetings and arranging opportunities for continual professional development.
3. Ensuring that referrals and enquiries are responded to appropriately and according to agreed timescales and that Initial Family Pictures are completed with accurate and pertinent information relating to suitability and risk.
4. Proactively ensuring that the Referrals Team maintain good relationships with the whole regional team.
5. Play an active role in the Regional Leadership Team representing the Referrals team within wider regional discussions.

OVERSIGHT OF THE REFERRALS PROCESS

6. Collaborating with the Head of Family Supports to ensure that the appropriate number of referrals are being accepted for support each week and month.
7. Flagging early when there are issues with over or under flow and communicating progress and trends regularly with Family Support Team Leaders, Head of Family Support and Local Authority gatekeepers where appropriate.
8. Ensuring that the Referrals Team prioritise referrals based on urgency, risk and other factors, in collaboration with the Family Support Team Leader.
9. Identifying trends in referral sources and suitability and communicating this to the Family Support Team Leader and Heads of Family Support
10. Ensuring the Referrals Team are well informed of any changes to thresholds or contract expectations in different areas.
11. Working with the Head of Business Development to develop the referrals process where necessary in response to new contracts.

CORE REFERRAL TEAM TASKS

12. Being an initial point of contact for phone and email enquiries
13. Completing the initial gathering of information from the referrers accurately with appropriate considerations of wider factors (e.g. Family trajectory, where the referral fits within our contract thresholds).
14. Having oversight of all the tasks which the referrals team are responsible for and assisting with completing these where necessary, e.g. ordering stationary and completing resource requests.
15. Being a coordinator for urgent referrals in the region. Ensuring there is clear

communication between all those coordinating our response and ensuring there is continuity in any handover of responsibility.

PARTNERSHIP RELATIONSHIPS

- 16.** Working collaboratively with the Head of Family Support and Family Support Team Leaders to ensure that partnership gatekeepers such as Schools and Local Authorities are kept well informed of changes to referral flow.
- 17.** Ensuring that partnership gatekeepers are able to access referrals
- 18.** Completing referral trackers as required by each partnership.

ADMINISTRATION OVERSIGHT

- 19.** Working alongside the Referrals Team to ensure that families are being provided with resources efficiently, and that financial records are being kept accurately.
- 20.** Ensuring that the administrative tasks associated with the role are being completed to a high standard in a timely manner.

TEAM CULTURE

- 21.** Being a champion and advocate for the compassionate ethos and values of Safe Families Home for Good which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
- 22.** Participating in the wider team life of Safe Families Home for Good, which may include occasional out of hours events such as volunteer celebrations, training days and staff conference away days.
- 23.** Participating in the local and wider Safe Families Home for Good team networks, sharing good practice and supporting other colleagues.
- 24.** Taking an active role in fundraising for the work of Safe Families Home for Good. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families Home for Good connect with local businesses.
- 25.** Completing additional crossover tasks which are deemed appropriate to the level of the post to ensure the smooth operation of Safe Families Home for Good and agreed in discussion with your line manager.

PERSON SPECIFICATION

REQUIRED CHARACTERISTICS

1. A deep commitment to the vision and values of Safe Families Home for Good.
2. A personal Christian faith that inspires others and encourages a faith-filled approach to work.
3. The ability to build warm, trusting relationships quickly.
4. A quick learner who is perceptive, teachable, curious, and humble.

REQUIRED EXPERIENCES, SKILLS, KNOWLEDGE AND QUALIFICATIONS

5. Strong professional written communication skills used across a range of settings.
6. Clear and effective verbal communication skills, including a telephone manner that is responsive, sensitive, and warm.
7. Well-organised, able to prioritise effectively, and manage time efficiently.
8. Good IT skills, including experience using Microsoft Office and databases.
9. Able to work both independently and as part of a team.
10. Able to remain calm and think clearly in pressurised situations.
11. Able to give and receive feedback well.
12. Able to use initiative and adopt a solution-focused approach.
13. Confident in using databases and interpreting data, with a natural ability to glean insights from information.
14. Experience of leading a team in any setting.
15. General knowledge of the interventions Children's Services can offer to families.
16. General understanding of the work and impact of Safe Families and Home for Good on families and communities.

DESIRABLE EXPERIENCES, SKILLS, KNOWLEDGE AND QUALIFICATIONS

17. Experience of line managing staff.
18. Experience working within the children and families sector.
19. Lived experience within close or wider family of fostering, adoption, supported lodgings, or care experience.
20. Knowledge of the pressures faced within Children's Services and partner settings (e.g., health, education).
21. A certificate, diploma, or degree in any subject.
22. Current training in safeguarding and child protection.
23. wExperience working with and managing volunteers.

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 - Friday 12 December

safefamilies.uk/vacancies

If you would like to discuss this role further please contact **Helen Crandley**

helencrandley@safefamilies.uk

07384830001

or email **recruitment@safefamilies.uk**

**START YOUR
APPLICATION NOW**



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safefamilies.uk homeforgood.org.uk