

Markfield
Job Description

Family Support Manager

Job Title:	Family Support Manager
Responsible to:	Interim Director
Responsible for:	Advice Workers, Family Support Workers, admin and Volunteers
Hours of work & working pattern:	Between 25 and 35 hours a week. The management hours within this role equate to approximately 0.2 of a full-time contract – see more information below on the working pattern
Holidays:	25 days per annum pro rata, rising to 30 after 3yrs
Salary Grade:	NJC spine points 32 to 34: £31,232 to £33,000 pro rata
Pension:	5% contributory pension scheme
Contract:	Initially temporary from 1 st Jan until 31 st September 2022

Purpose of the Job

As Family Support Manager you will be responsible for the day-to-day operation and strategic development of Markfield Family Support Services to parents and carers of disabled children and adults. These services include, training workshops for parents and professionals, advice sessions, a volunteer befriender project, an inclusive under 5s drop-in, and parents support groups and information drop-in.

This is a key management post within Markfield, and you will work closely with other managers and colleagues to ensure that we continue to be dynamic and responsive in the delivery of services and support to families.

Working pattern

The management element of the role is 14 hours a week *on average* over a full year. The role includes between 11 and 21 additional hours for direct service delivery of services (for example: running parent groups, drop-ins, training or advice work).

The pattern that the hours are to be worked is negotiable to some extent, with the proviso that:

- the post holder would need to be available to work a minimum of 3 days or part-days a week in term-time
- more of the hours will need to be worked in the school term time weeks than in school holidays, to synchronise with the delivery of services.

Areas of responsibility

Management of Family Support Services

- Manage the planning and delivery of Markfield's services to families.
- Develop and maintain high quality services, including identifying needs, involving service users and fulfilling statutory responsibilities.
- Develop and implement effective monitoring and evaluation systems
- Ensure and maintain effective administrative, referral and communication systems.
- Maintain a strategic overview of the family support services and developing these services to meet the needs of families.
- Co-ordinate with the SENDIASS Team to ensure that family support services and the SENDIASS services are co-ordinated so as to meet the needs of families in a holistic way (Note: the day to day management and the responsibility for the strategic development of the SENDIASS service is undertaken separately by the SENDIASS Manager(s)).
- Working with Markfield Safeguarding Lead to contribute to processes which ensure the safeguarding of children and young people, working within Markfield's policies and procedures.
- Report to the Director, and Executive Committee and funders on the work and development of the service.
- Ensure that accurate records of the work undertaken with families is kept within Markfield procedures, including the Charitylog database.
- Producing and analysing statistical reports about the services from the Charitylog database.

Managing People

- Recruiting, supervising and appraising staff and volunteers.
- Ensuring that training needs are identified and met.
- Leading and developing the Family Support Team and ensuring effective communication between the Team and other Markfield staff.

Managing Finances

- Managing the budget for the Family Support Services.
- Contributing to the preparation of organisational and team budgets.

Working with Parents/carers

- Contributing to the planning and delivery of training for parent/carers.

Partnership Working

- Maintain effective liaison and developing work with other relevant groups and organisations e.g. parent/carer groups, voluntary organisations and funders.

Publicity and Promotion

- Ensure that family support services are effectively promoted and publicised to all parents/carers who may need to access the service, as well as providing accessible support materials to provide information and advice to parents/carers, children and young people, schools and others.

Other

- Producing monitoring reports to funders as required
- Contribute to maintaining good practice in relation to protection of children and vulnerable adults
- Being administratively self-supporting and ensuring effective administration of the team's work.
- Ensure the implementation of organisational policies and procedures in all aspects of work.
- Participate in management and other team meetings, Executive Committee meetings, planning days, and Markfield events.
- Undertake training as required.
- Any other duties that may reasonably be determined by the Director or Executive Committee.

MARKFIELD

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Person Specification

Experience

- A minimum of one year's experience of project management, including managing staff.

Knowledge and understanding of:

- The needs of families with children who are disabled or have Special Educational Needs & Disabilities (SEND)
- Statutory systems in relation to education, health and social care for children and adults with SEND and disabilities.
- Local authority structures and procedures.

Skills and abilities to:

- Communicate effectively with a wide range of people in an accessible way (including children, parents/carers, and professionals).
- Manage the work of others.
- Establish effective and empowering relationships with parents/carers and children/young people.
- Manage services to meet the needs of a diverse population
- Manage and monitor budgets.
- Build and maintain effective networks and establish appropriate partnerships.
- Write accurate reports and present information in a clear and accessible way.
- Maintain and develop manual and computer records and systems
- Use Word, Excel spreadsheets.
- Use the Charitylog database both to input and to analyse data on service users.
- Run group sessions with parents/carers and children & young people – eg. support groups, training sessions.
- Demonstrate good organisational, co-ordination and project management skills.
- Understand and be committed to the principles and practices of valuing diversity and equal opportunities.
- Prioritise and manage own workload, and that of others, to meet deadlines.
- Implement organisational policies in all aspects of your work.

Availability:

- Availability to work occasional evenings and Saturdays.