

Family Services Team Manager Job Description

Title: Team Manager Family Service.

Reports to: Head of Primary Care & Family Services

Direct Reports: Senior Family Support Worker and Senior Family Coordinator

Key Relationships: Senior FSW/FC's, FSWs, FCs, Service Users, Commissioners, Family Support Service, Children Services, Schools and other key stakeholders.

Location: Hybrid, with some travel across Hampshire

Hours: 37 hours per week, permanent

Salary: £32,000

Main responsibilities

- To manage and oversee the day to day running of the family service, ensuring it is operating in a safe and effective manner.
- To monitor the quality-of-service delivery and ensure its high standards through regular and planned series of observations, audit and review.
- Lead on monitoring outcomes against the Supporting Families Programme framework criteria.
- To report on and collate monthly and quarterly data collection.
- To attend quarterly Commissioner meetings.
- Lead on the recruitment of Family Support Workers
- Support the Head of Family Services in overseeing the continual development of the Family Service.
- To engage and encourage appropriate referrals to the service by regular attending Early Help Hub/Family Hub meetings.
- Liaise with the Head of Family Services to ensure all new projects are adequately resourced and completed accurately on budget and on time.
- Identify gaps in services and opportunities enabling Havant and East Hants Mind to meet local needs and secure new funding streams.

Key Duties

- To manage and support the Senior Family Support Worker and Senior Family Coordinator.
- To oversee both Seniors, Family Support Workers and Family Coordinators ensuring effective service delivery and requirements set out as KPI's are met and maintained.
- To identify and manage FSW's sickness absence and performance management where applicable.
- Provide appropriate monthly supervision to both Family Team Seniors.

- Lead in the recruitment of family workers, development of job specifications, staff recruitment, staff induction programmes, appropriate supervision and support training for new staff and volunteers.
- Supervise Safety Net recording system and ensure staff are managing workload efficiently and achieving a high standard.
- Helping to ensure new funding streams are maintained by implementing delivery in practical and cost-efficient ways.
- Manage the process of allocating new cases to FSW's and FCs, ensuring key performance indicators are met.
- Collate monthly performance data to evidence accurate information of family case participation and engagement.
- Contribute to the delivery of accurate quarterly reports using both qualitative and quantitative data reflecting client outcomes, information for senior management and decision making.
- Oversee monthly and quarterly data collection to support and evidence the contractual relationship and requirements are met.
- To attend and contribute to the quarterly contract review meetings with Commissioners.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, members and the general public.
- To authorise annual leave ensuring that sufficient staff are covered effectively.
- Maintain and hold clear and firm personal and professional boundaries.
- Attend training and undertaking professional and personal development related to your goals and the needs of the service. This includes personal and professional reflective practice.
- Participate in work/performance related supervision, appraisal & workplace wellbeing supervision to ensure you are remaining well at work and fulfilling your potential, delivering in line with personal and professional expectations.
- Attend meetings & representing the organisation as required.
- Support the work of the wider Havant and East Hants Mind Charity as required in line with what would be reasonably expected from you.

Competency: (Essential & Desirable)**Essential:**

- To demonstrate compatibility with HEH Mind's aims, objectives and values.
- Experience of working in related voluntary sector or statutory organisations.
- Experience in managing and overseeing large teams
- Experience of line managing staff for a minimum of 2 years
- Have good knowledge of resources/services/agencies within Hampshire localities/districts.

Desirable:

- Experience of working with families with complex needs (minimum 2 years' experience)
- Experience of working in a supportive environment with families, children and young people where there are mental health issues.

Education and Life Skills - Essential

- Educated to a Degree level, or equivalent.
- Understanding of the impact of mental health needs on families
- Ability to use Microsoft Office programmes including Word, Excel, Outlook and data inputting of client details and statistics
- Good communication skills – verbal and written
- Patient and calm demeanour, with a good understanding of Empathy and Compassion.
- Team player

Organisational Skills - Essential

- Ability to organise and prioritise key tasks related to the contract requirements
- Ability to work on own initiative and respond with flexibility.
- Understand the importance of time management

General - Essential

- Understanding of Equal Opportunities and Diversity.
- Ability to work flexible hours to support the teams needs,
- Ability to participate in management supervision
- Be able to recognise when you need to ask for help.
- Car owner driver