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**BATH AREA PLAY PROJECT**

**FAMILY SERVICE MANAGER – JOB DESCRIPTION**

**Job Title: Family Service Manager**

**Responsible to: Director & Trustee Board**

**Responsible for: Family Play Support Workers and with Play Service Manager, complex cases for Community Play Support Workers**

**Hours: 20 hours including working flexible hours which may occasionally be out of hours depending on service**

**Salary scale: NJC Scale 6 £24,982 to £29,041**

**Notice period: Three months**

**KEY PURPOSE**  **To develop and manage all operational aspects of BAPP’s play services, specifically the Family Support and Play Service contract including managing staff with complex caseloads and volunteers.**

**Using understanding of impacts of trauma, support the team to use a strengths-based approach to engage with parents with complex needs**

**Ensuring all services are consistent and high quality**

**Promotion and fundraising which sustains the organisation and supports future developments.**

Our Play and Family Support Services include the year-round Family Play Support Service, working in partnership with Southside which is a B&NES Commissioned Early Help Service. This post will have responsibility for the assessment of referrals and support of these services managing a small team of staff and ensuring that contractual, quality, equality, financial and organisational objectives are met in a timely manner.

**SERVICE DEVELOPMENT**

* To support and manage a year-round staff team of Family Play Support Workers to provide whole family support with complex cases, children, young people and families across B&NES including holding a small caseload as required.
* To undertake and write up Early Help Assessments with complex families using a trauma informed approach, ensuring the child’s voice is heard and allocate families to services in conjunction with Southside.
* To represent the organisation, work closely with Southside and develop relationships with partners including B&NES
* To assist with funding applications, ideas for profile raising and proposals as required
* To manage and record any staff sickness or absence, arranging / providing cover where required

**PROJECT MANAGEMENT**

* To manage staff to deliver consistent and high-quality whole family support services against agreed outcomes and targets, ensuring timely monitoring/ reporting back to funders
* Organise and run termly Team meetings for teams across the service including bringing in of other services where appropriate to share information
* Represent BAPP at meetings with partners and supporters
* To ensure that staff in all projects are working compliant with Data Protection, Safeguarding, Health & Safety including use of Risk Benefit Assessments & Equalities legislation
* To attend Partnership Allocation Meetings (PAMs) with Southside Senior Practitioners and FSPS Operational Meetings
* To ensure that all service staff raise awareness of the value and benefits of play, using it as an engagement tool and with school age children, their families
* To be responsible with the Director for the safe and efficient operation of the organisation’s premises, including compliance with all statutory, legal and insurance responsibilities.

**STAFF RESPONSIBILITY**

* To lead, support and manage the Family & Community Play Support Workers where they have a complex case in accordance with BAPP policies and procedures and oversee and support the recruitment of staff as required
* To ensure that staff are inducted, trained and supported to enable them to fulfil their duties effectively including maintaining an up to date training record
* Through regular supervision, support staff to reflect on practice, understand and measure outcomes effectively and ensure that staff maintain records in line with policies, sharing concerns where raised with the Director
* To be responsible with other staff for the day-to-day health and safety and welfare of staff in frontline practice which may operate from schools and ours, and other community buildings

**OTHER RESPONSIBILITIES**

* To ensure all play and family support services are adequately resourced with staff and volunteers and to maintain high levels of service.
* To support the Director and HR Lead with recruitment, staffing allocations/rotas for play services as required
* To undertake any other responsibilities that the Trustees may consider suitable to support the success of the whole organisation.

**BATH AREA PLAY PROJECT FAMILY SERVICE MANAGER PERSON SPECIFICATION ESSENTIAL CRITERIA**

**Experience:**

* Experience of project managing, ideally in a similar setting of family support services for complex families (E)
* Experience of managing and supervising workload and responsibility of staff teams (E)
* Experience of completing Early Help Assessments/willing to undertake training (E)
* Experience of working collaboratively to deliver services which may include a small caseload (E)
* Experience of networking and establishing relationships with statutory, private, voluntary and community sector organisations (E)
* Experience of report writing including and analysis of data (E)
* Experience of communicating with a range of people, interpreting needs and ideally assessing the needs of child/young person and families referred (E)
* Experience of working in a trauma informed way with an understanding of familial relationships and attachment(D)

**Qualifications:**

* Educated to a good level in a related field (E)
* Qualified Social Worker, Family Support Worker or equivalent (D)
* First aid qualification (D)
* Enhanced DBS checked (E)
* Full, clean UK driving licence, ideally with experience of driving a mini-bus or van. (E)

**Knowledge & Skills:**

* Ability to manage the delivery of a confidential service receiving referrals (E)
* Ability to manage and support staff teams through supervision & reflective practice (E)
* Ability to work inclusively, respecting difference & being aware of diversity issues (E)
* Ability to work to deadlines, prioritise and manage time effectively (E)
* Ability to write reports capturing impact of service effectiveness and collection and use of data to evaluate impact (E)
* Practical and recent experience of direct support work with children, young people and parents (D)
* Ability to engage with vulnerable service users and genuinely involve them in a respectful relationship in order to assess or support. (E)
* Ability to complete funding applications in line with resource needs. (E)
* Understanding of Safeguarding legislation, Deputy DSL and with the named Safeguarding Officer, ability to implement all Safeguarding within the organisation. (E)

**DESIRABLE CRITERIA**

**Experience**

* Experience of working with complex families, children and young people aged 5 -19 yrs
* Willingness, as a Senior Manager, to take overall responsibility for the work of the organisation, and deal with any issues that arise within any area of the organisation which may include a very small caseload of families
* Understanding of working with a volunteer Board of Trustees.
* Drive and ambition to deliver the Mission and Values of the organisation.
* Able to lift and carry large pieces of play equipment and related equipment.
* Able to work *occasional* late hours, early mornings and weekends.

**OTHER INFORMATION**

* Subject to a three-month probationary period.
* Pension scheme auto enrolment
* Cycle to Work Schem-
* Monthly clinical supervision
* Access to Training and Continuing Professional Development including funding support where approved by Trustees with a Training Agreement
* Annual leave of 25 days plus statutory Bank Holidays
* Up to two weeks leave permitted during the school summer holidays (usually last 2 weeks of August)

Work is based in the **BAPP office at Odd Down Community Centre** and whilst the role is flexible, the post holder is a keyholder and will be required to work in the office for a minimum of 2-3 days each week. The role will require travel to and from the office for meetings, assessments and service support and delivery for which mileage is paid.