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**BATH AREA PLAY PROJECT**

**FAMILY SUPPORT TEAM LEADER WITH CASELOAD**

**Job Title: Family Support Team Leader with Caseload**

**Responsible to: Director & Trustee Board**

**Responsible for: Family Play Support Workers and complex cases for Community Play Support Workers**

**Hours: 20 hours plus 17 hours Caseload 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 lead and manage operational aspects of BAPP’s 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**

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 manage a small caseload of families referred to the service
* To represent the organisation, work closely with Southside and develop relationships with partners including B&NES
* 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 quarterly monitoring/ reporting back to funders
* 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

**CASELOAD RESPONSIBILITY**

* Work with the whole family to support the development of physical and emotional caring skills including improved attachment through regular support at home, in the community or in groups. This will include working as part of the team at Playdays during school holidays.
* Enabling children to become more resilient and less socially isolated using play as a catalyst for change in behaviour and confidence*.*
* Use a child-centred approach, supporting the participation of children in the design and review of the support / service
* Trauma informed/ psychologically informed support for parents to enable processing of historical traumas, understanding that that parents bring a wealth of their own childhood experiences some of which can be adverse and may impact on the way that they relate to their own child.
* Support for parents to develop improved relationships with their children using play, increase their confidence and develop their emotional well-being and supporting family cohesion
* Using play/Theraplay, emotion coaching to support children to work through issues, deal with trauma or to increase confidence
* Role modeling effective ways to deal with discipline and behaviour
* Promoting engagement by parents with their children’s schools/ colleges
* Coordinate the assessment of the family’s needs, prioritising the child’s voice, enabling a shared Action Plan to be agreed
* Coordinate multi-agency support and attend/chair multi-agency meeting e.g. Team around the Child/ Family (TAC/TAF) and co-ordinate regular family reviews
* Offer emotional and practical support which may include support or signposting to relevant agencies including Housing, Mental Health and Debt advice
* A commitment to ensuring safeguarding principles are upheld and ensure that children are safeguarded
* Advising on how to keep children safe and encouraging parents tobuild and maintain healthy relationships and positive social networks.
* Supporting and challenging parents to provide appropriate supervision, a safe home, internet safety and protecting themselves and their children from abuse & substance misuse~~.~~
* Apply individual, family and group work skills to enable families to be at the centre of the work
* Develop links with other partners and utilise the resources of the community.
* Work with colleagues at community play events as required
* Co-ordinate/participate in Child Protection Conference, Planning and Review meetings, Multi- agency meetings as required.
* Set up TAC/TAF meetings and act as a Lead professional where families request
* You will use systems and processes for recording including outcome and Trustee reporting, keep accurate records and attend regular team meetings.
* Work within the Information Sharing Protocol and maintain confidentiality, keeping all data secure in line with the Information Governance and Data Protection Policy

**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 EARLY HELP TEAM LEADER 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 with complex families, children and young people aged 5 -19 yrs (E)
* Experience of working collaboratively to deliver services including a small caseload (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)
* Driver with access to a vehicle (E)

**Qualifications:**

* Educated to a degree 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)
* Understanding of the impacts of trauma for families and be experienced in use of therapeutic approaches (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 (E)
* 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**

* 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 Scheme
* 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.