



JOB DESCRIPTION

Job title:	Locality Team Manager
Service:	Cotswolds and Stroud Children and Family Centres, Gloucestershire
Salary:	Grade 4 Point 29
Hours:	18.5 hours per week (part time) – job share
Location:	One of the three sites across Cotswolds and Stroud (Dursley, Stonehouse and Cirencester)
Responsible to:	Operational Manager

The post holder will share and embrace the vision of ‘developing an innovative Gloucestershire Family Hub model which puts the well-being of all families, children, and young people at the heart of its work and leads to systemic and transformative change for individuals and the community’.

Summary of job:

You will play a key role in leading the day-to-day delivery of the C&FC services, providing effective management and leadership to a team of support workers and community connector and engagement staff. As a Locality Team Manager, you will be required to work in partnership with the management team to support the strategic development of a comprehensive and integrated service offer for local communities. You will be required to work closely with a wide range of stakeholders and actively engage in local and district boards and with Local Authority partners to develop the Family Hub model. As a Locality Team Manager, you will be working as a part of a management team and be accountable for the quality standards in the service, building and sustaining professional relationships with all stakeholders and integrating new delivery elements of the contract.

Key tasks and responsibilities:

1. To provide direct line management and leadership to a staff team in the locality, including performance management, reflective practice supervision and robust monitoring of service provision.
2. To hold regular staff engagement meetings i.e. team meetings, to maintain effective communication within the service and to provide a forum to share best practices and raise concerns.



3. Ensure all appropriate staff development and core training requirements are fulfilled in the team and contribute to wider training plans for the locality. Foster a culture of continuous development including best practice sharing across teams and districts, involvement in Community of Practice etc.
4. To oversee and support the planning, delivery and coordination of Children's and Family Centre's Support Services. Involve stakeholders and all staff as far as it is possible in decision-making processes.
5. Support the Operational Manager in all aspects of delivery, including the development of new workstreams and transformational change of the provision and manage strategic relationships with key stakeholders.
6. Prioritise referrals, manage work allocations and ensure effective deployment of the workers to ensure service users receive a timely and effective service.
7. To lead safe, reliable, high-quality C&FC services across the district that integrate with existing provisions to ensure that services are not duplicated, achieved by establishing a culture of mutual trust and respect, which acknowledges the diversity and professional expertise of the individual and collective efforts.
8. Contribute to monitoring and performance reports as directed by the Operational Manager. Implement revisions to service delivery as required and ensure a well-coordinated delivery plan which supports the vision for the service.
9. Ensure service delivery meets Family Action's Quality Assurance Framework and work with the Operational Manager to develop, implement and review quality assurance activity within the service, including for any new work streams/elements. Regularly undertake QA activities i.e. case reviews, and observations to comply with the above and Gloucestershire standards.
10. To ensure that case recording and safeguarding practice is accurate and complies with Family Action's standards, provide monitoring reports, including quarterly performance reports and joint performance scorecards to Family Action and our partners in Gloucestershire.
11. Respond appropriately to any safeguarding concerns, demonstrating an understanding of, and always complying with Family Action's and Gloucestershire procedures for promoting and safeguarding the welfare of children and vulnerable adults. To ensure compliance with relevant local and national legislation. Act as a safeguarding Lead for the locality.
12. To have an overview of the support needs of all families across the locality and Gloucestershire as a whole, and knowledge of how these are being met in order to influence the direction of service planning.
13. Ensure that the Service has a clear consistent approach to monitoring and evaluating work with children and families so that policy and practice can be systematically reviewed and improved, and a body of evidence is available to demonstrate the positive impact.



14. Lead the planning, monitoring and reviewing of the C&FC Service, and support the development of services across the locality in line with identified priorities and anticipated outcomes.
15. Foster strong and collaborative relationships with local VCSE organisations, community and neighbourhood-level groups to create a menu of new and existing networks for individuals to connect with.
16. To proactively develop and maintain productive working relationships with a wide range of partners with a spirit of collaboration and co-working.
17. Act as a passionate advocate for service user participation and involvement: children, young people and their parents and carers, increasing opportunities for service users to influence and shape the way services are designed, developed, and delivered.
18. Implement Family Action's Equality Diversity and Inclusion Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
19. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback, and direction as part of a process of continuous improvement. Take responsibility for your professional development, identifying and attending training which will support growth in the role.
20. Implement Family Action's Equality Diversity and Inclusion Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
21. With support from HR, lead the recruitment, selection, induction, supervision, appraisal, staff development, motivation, training and when necessary, the disciplinary of staff to ensure that the appropriate resourcing is maintained at all times.
22. Work closely with the Data, Impact and Finance Officer to collect, analyse and manipulate data collected for reporting and planning processes.
23. Be responsible for local budget and expenditure, supporting the Operational Manager to ensure the service is delivered within the budget envelope and highlighting any risks that arise.
24. Contribute to the growth and development of the organisation, by gaining a working knowledge of Family Action's portfolio of services, and being an ambassador for our work. To work closely with Business Development colleagues, by contributing expertise on practice to support tenders.
25. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
26. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
27. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:



- Being **people** focused.
- Reflecting a '**can do**' approach.
- Striving for **excellence** in everything we do.
- Having **mutual respect** for everyone we work with, work for and support through our service.

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PERSON SPECIFICATION

Education, Qualifications & Background	
1.	A recognised professional/degree level qualification in education, social work, social care, health, or equivalent experience, and evidence of a commitment to continuing learning and professional development.
2.	Experience of working in services which deliver positive outcomes for children and families and demonstrable personal experience of managing family support services.
Experience	
3.	Professional experience with children, young people and their families, including up-to-date knowledge and experience of complex safeguarding issues and procedures. Including excellent knowledge and understanding of integrated working practices and the range of services and agencies involved.
4.	Proven ability to manage, supervise and appraise a team of staff, including effective management of performance and sickness absence.
5.	Experience of managing budgets and resources available.
6.	Proven ability to work independently or as part of a team, and critically analyse the performance of individuals and teams, making professional, evidence-based decisions and recommendations that improve practice, service delivery and service performance
Knowledge & Skills	
7.	Excellent interpersonal skills including the ability to develop effective working relationships with a range of partners at all levels, including educational providers, LA partners, health VCSEs, commissioners, and staff to ensure delivery of a comprehensive service which will address the needs of individual children, young people, in accordance with local practices and processes.
8.	A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
9.	Knowledge and understanding of how to create and sustain an inspiring learning environment culture and effective individual and group development practices.
10.	Professional credibility to influence individuals and groups of diverse stakeholders and staff.
11.	An excellent understanding of the impact of discrimination and social exclusion on the lives of children and families and how this can be addressed through service provision as well as employment and volunteering opportunities.
12.	Excellent knowledge and understanding of legislation and statutory guidance relating to family work, including EDI, health and safety, financial management, and an understanding of current legislation, policy and research about the development of hub model.
13.	An excellent understanding of the development needs of children and of parenting and a solid understanding of mental health and disability issues, drug and alcohol use, domestic violence, gangs, county lines, CSE, FGM, and poverty and the way these impact on children and family life.
14.	Excellent knowledge understanding of the principles of reflective practice and evaluation and experience of providing high-quality supervision.



16.	Experience of monitoring, evaluating, and reviewing service performance and outcomes and the ability to collate and analyse information and to produce reports and action plans based on that information.
16.	Excellent organisational skills, with the ability to prioritise workload, self-motivate and work to tight deadlines on own initiative and as a team member, ensuring the Operational Manager is notified promptly of any major concerns.
Values	
17.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none">• Being people focused• Reflecting a 'can do' approach• Striving for excellence in everything we do• Having mutual respect for everyone we work with, work for and support through our services
18.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.
In addition	
19.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.