

JOB DESCRIPTION & PERSON SPECIFICATION

Job title:	Service Manager
Service:	Cumberland Young Carers & Parent Carer Support Service
Salary:	Grade 4 (lower) Point 29 - 33
Location:	Cumberland
Responsible to:	Operational Manager

Job Summary:

To manage and lead the work of the Cumberland Young Carers and Parent Carer service provision. You will ensure that the service is delivered in accordance with the service level agreements and funding requirements. As Service Manager, you will lead a team of staff to ensure all policy and practice issues are maintained to the highest standards.

1. Key Tasks & Responsibilities - Work in partnership with local statutory and community services including Social Care, Health, Education and local community services and effectively negotiate and promote the interests of young carers.
2. To work across the Cumberland Local Authority Area; managing the day to day running of the service.
3. To establish and maintain effective liaison with stakeholders, attending meetings when necessary.
4. Responsible for the line management and coordination of the staff team, including recruitment and selection.
5. To line manager the Young Carer and Parent Carer Practitioners operating in Cumberland, plus the Impact and Outcomes Administrator.
6. Prepare regular data and performance reports and delivery updates to funders, users and management group.
7. Provide leadership and guidance on overseeing the Young Carers and Parent Carers mobilisation and promotional work across the area.
8. Take responsibility for developing resources to ensure that the promotion and identification of young carers and parent carers is active and achieves positive outcomes across Cumberland.
9. To work across internal departments to ensure that the local service delivery, systems and processes are aligned with our national organisational expectations especially in relation to safeguarding, quality and risk work.



10. To oversee financial accounts ensuring that budgets and accounts are monitored, discrepancies are identified and rectified.
11. To ensure that safe working practices are followed across delivery and functions.
12. To work flexibly as required by the needs of the service and carry out any other reasonable duties as required.
13. To ensure you have an understanding (appropriate to your role) of and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. To ensure that delivery is in line with the Family Action Quality Standards, delivering a high performing and high-quality service which uses appropriate outcome measurement tools.
15. To be committed to a Co-production and Participative approach to delivering and developing services, capturing the voices of the children and families we work with to enhance and develop the Young Carer and Parent Carer offer.
16. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
17. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.

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PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1	Educated to level 5 or above in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.	✓	
2	Management qualification		✓
Experience			
3	Proven experience of excellent whole family case work practice skills, and ability to plan and deliver structured programme of support for parents/carers to develop their parenting skills/capacity, to secure the health and wellbeing and positive outcomes for children.	✓	
4	Proven supervisory experience or competence of managing others and evidence of providing effective leadership.	✓	
5	Proven experience of the management of resources including finance.	✓	
6	Experience of project planning and evaluation methods at a service level.	✓	
7	Demonstrable experience in monitoring data and writing clear and accurate reports for a wide range of stakeholders.	✓	
8	Experience of using Microsoft word, office 365, Microsoft teams, zoom and PowerPoint.	✓	
Knowledge & Skills			
9	Be confident in meeting the needs of two service areas prioritising tasks in line with risk and demand.	✓	
10	Skills and aptitude for building and maintaining relationships with colleagues, partners and stakeholders.	✓	
11	Proven experience of working with the principles of Think Family and experience of working with a wide range of partners across health, social care and education.	✓	
12	Previous experience of using risk assessments and risk management to improve service safety and ensure quality.		✓
13	Strong written and verbal communication skills and the ability to delegate effectively.	✓	
14	Communication skills and experience of establishing and sustaining a broad range of professional partnership, as well as consulting service users and stakeholders	✓	
15	Knowledge of The Care Act and Working Together to Safeguarding Children, as well as knowledge of local and organisational Child Protection Policies and Procedures.	✓	
16	Experience of exploring and identifying funding opportunities to further meet the needs of Young Carers and Parent Carers.		✓
17	Excellent communication skills to engage with colleagues, professionals, parents, children, commissioners and other stakeholders	✓	

18	Excellent organisational skills with ability to prioritise workload, self-motivate and work to tight deadlines on own initiative, and lead the team to do the same.	✓	
Values			
19	Able to evidence Family Action's values at all times, which underpin our 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 services	✓	
20	Be committed to equal opportunities and uphold and comply with Family Action's Equality, Diversity & Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
In addition			
21	Willing to work hours in a flexible way undertaking occasional out of hours work including mornings, evenings, and weekends to meet the needs of the service.		✓
22	Full, valid driving licence, access to own car for work purposes.		✓
23	Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service – Enhanced Level.	✓	