JOB DESCRIPTION

Job title:	Practice Manager
Service:	PAC-UK
Grade:	Grade 4 (Lower) Point 29-33
Hours:	22.2 hours per week (Part-time)
Location:	Hybrid with travel including Liverpool, Manchester and Leeds.
Responsible to:	Operational Manager

Job Summary:

This is an exciting opportunity to join a dynamic management team overseeing commissioned services for Adopted Adults, Birth Families, and Young Adopted People.

The Practice Manager will provide professional leadership, management, supervision, and operational oversight across services.

The role will ensure high-quality, trauma-informed services that support people affected by adoption and separation. The Practice Manager will lead a team of Social Workers, Counsellors, Support Workers and Sessional Practitioners, driving excellent practice, service development, performance outcomes, and positive experiences for service users.

As a key member of the management team, the postholder will contribute strategically to service development, commissioner relationships, quality assurance, safeguarding, and continuous improvement across multiple commissioned contracts.

Key Tasks & Responsibilities:

1. 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.

2. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety, and welfare.

3. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

4. Management and Supervision.

5. Provide individual and group supervision to practitioners delivering Access to Records, Keeping in Touch, Birth Family Support, counselling, and group work services.

6. Offer consultation, guidance, and decision-making support on complex, sensitive and high-risk cases.

7. Support staff to work confidently with trauma, loss, grief, identity, and adoption-related issues.

8. Lead team meetings, reflective practice sessions, and service development activities.

9. Oversee staff wellbeing, professional development, and performance management processes.

10. Ensure safeguarding concerns are identified, managed, and escalated appropriately in line with organisational policies and procedures.

11. Support recruitment, induction, probation and ongoing development of PAYE and sessional staff.

Service Delivery and Operational Management:

12. Oversee referrals, assessments, allocations, waiting lists, case progression, and case closure across multiple commissioned services.

13. Monitor service performance against contractual requirements, outcomes and KPIs.

14. Ensure services are delivered in accordance with adoption legislation, statutory guidance, commissioning arrangements, and organisational policies.

15. Maintain oversight of complex casework and risk management activity.

16. Undertake direct casework where required to support service delivery and operational demands.

17. Ensure accurate case recording, data collection, and outcome monitoring.

18. Monitor demand and capacity across services and implement effective resource planning.

19. Support the delivery of counselling services and therapeutic group programmes, ensuring quality and accessibility.

20. Work collaboratively with operational colleagues to ensure integrated service delivery across PAC-UK services.

Access to Records and Adoption Support Practice:

21. Maintain oversight of Access to Records services, ensuring compliance with legislation, policy, and best practice.

22. Provide guidance to practitioners undertaking records analysis, information sharing and intermediary-related work.

23. Support staff to work sensitively with adopted adults, birth relatives and others seeking information about their adoption histories.

24. Ensure robust decision-making in complex cases involving disclosure, contact requests and safeguarding considerations.

25. Promote best practice in supporting individuals to understand and process adoption-related information.

Keeping in Touch and Birth Family Support Services:

26. Oversee the delivery of Keeping in Touch arrangements, ensuring safe, effective, and child-focused communication processes.

27. Support practitioners managing indirect and direct contact arrangements where commissioned.

28. Ensure birth parents and relatives receive compassionate, trauma-informed support throughout their engagement with services.

29. Maintain oversight of Birth Family Support services, ensuring people affected by adoption can access appropriate emotional and practical support.

30. Support practitioners working with complex family dynamics, loss, grief, identity issues and reunification experiences.

Service Development and Quality Assurance:

31. Lead on continuous improvement activities across the commissioned service portfolio.

32. Undertake audits, thematic reviews, and quality assurance processes.

33. Analyse performance and outcome data to identify trends, learning, and development opportunities.

34. Embed trauma-informed, relationship-based, and anti-discriminatory practice across all areas of service delivery.

Stakeholder Engagement and Commissioner Relationships:

35. Develop and maintain positive relationships with commissioners, local authorities, regional adoption agencies, and partner organisations.

36. Represent PAC-UK at professional meetings, commissioning reviews, and partnership forums.

37. Contribute to the strategic development of adoption support and birth family services within PAC-UK.

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PERSON SPECIFICATION

Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	A professional qualification in social Work. BA/MA/PGDip Social Work. Social Work Degree Apprenticeship. Registration with Social Work England	✓	
2.	A good theoretical and practical knowledge of the lifelong impact of adoption on all those affected by it.	✓	
3.	A working knowledge of legislation around adoption, access to adoption records and intermediary work	✓	
4.	An awareness of the principles of equal opportunities and a commitment to their implementation.	✓	
Experience			
5.	Demonstrable post-qualifying experience of post-adoption support and permanency work.		✓
6.	Experience of supervising staff.		✓
7.	Experience of service (co-)management and development.		✓
8.	Experience of providing training and consultancy.		✓
9.	Experience of strategic planning and implementation of new methods of working to improve performance and efficiency.		✓
Skills & Abilities			
10.	Evidence of ability to manage and be part of a team.	✓	
11.	Excellent communication and report-writing skills.	✓	
12.	Excellent numerical ability and familiar with Excel.	✓	
13.	Ability to use a database.	✓	
14.	Excellent problem-solving skills.	✓	
15.	Ability to manage multiple priorities while working to tight deadlines.	✓	
16.	Evidence of ability to manage and be part of a team.	✓	
Values			
17.	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	✓	
18.	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,			
19.	Flexibility to occasionally work off-site and outside normal office hours when required.	✓	