



Restore Hope (registered charity no. 109449) is recruiting a
Families Manager

JOB TITLE:	Families Manager
REPORTING TO:	Chief Operating Officer
RESPONSIBLE FOR:	Families Team (six people, total 4.2FTE), and associated volunteers
LOCATION:	Restore Hope, Latimer Park, Chesham, Bucks. HP5 1TU.
HOURS:	Full Time, 37.5 hrs per week. The hours would typically fall within the regular office hours (Mon-Fri 8:30am to 5:30pm), but with some evenings and weekends with time off in lieu.
CONTRACT:	Initial 12-month fixed term contract
SALARY:	£32,000 per annum
LEAVE:	Annual Leave: 25 days (not incl. bank holidays)
BENEFITS:	Pension contribution, life insurance, stunning location in the Chilterns AONB

ABOUT RESTORE HOPE

Restore Hope exists to see hope restored and lives and communities transformed.

We are a Christian charity working to bring hope to people across our local community. We work with people of all faiths and none, showing them love; walking alongside them on their journey; advocating for them when they aren't able; and helping them develop skills and confidence to take their next steps for a more positive future.

This is a particularly exciting time for Restore Hope. Since 2002 we have been based on 360 acres of stunning countryside at Latimer Park, on the River Chess set within the Chilterns AONB; but we are now in a time of rapid growth. In 2025 we will be opening a second site - Restore Hope Amersham, a new Community Hub on Woodside Road, 3 miles from our current home. We are looking forward to continuing the work we've become known for over the past two decades whilst also developing new partnership working with other organisations to deliver excellent support. Both of our sites will be buzzing with activity, where people will interact, share experiences and encourage one another.

At Restore Hope you don't just gain your tools and then leave through a back door, you come in the front door, are met where you are at, loved, challenged, trained, equipped and released back out the front door. And it is that security in knowing you can come back anytime that you can rest your hopes on, because you know that there is someone who cares enough about you to go through that same process again and again and again until you have every tool you need to tackle anything that life throws at you.

These tools are drawn from the four cornerstones of Restore Hope: Encouragement, Tools For Life, Skills Training and Positive Connections.

ABOUT THE ROLE

We are seeking to appoint an experienced leader into the role of **Families Manager**. The key focus of this role will be to lead on strategy and vision for our Families Team in the development and delivery of an outstanding range of programmes and activities that fully utilise the wonderful estate at Latimer Park. The priority focus is upon reaching and restoring hope to those who find themselves in difficult circumstances and are going through seemingly hopeless situations.

MAIN DUTIES AND RESPONSIBILITIES

As the **Families Manager** you will:

- work with the Senior Management Team to execute the vision and mission of the charity.
- play a key role on the Leadership Team; contributing to the charity's development and impact.
- develop and implement a strategic plan for the Families Team, fully utilising the unique and wonderful estate and properties.
- manage and lead the Families Team; investing in their development, enabling them to grow in experience, skills and impact.
- support the Programmes Administrator who leads the FoodLife programme.
- take responsibility for:
 - a. overseeing delivery of core activities of the Family Programme,
 - b. maintaining day to day contact with families via phone, social media and face to face,
 - c. being the face of Restore Hope as an advocate in social services meetings,
 - d. signposting to specialist support (e.g. CAB, CAP, Victims First, Wycombe Women's Aid, etc.).
- further develop the existing Family Programmes to increase their reach and impact.
- work in partnership with other organisations.
- gather and record data and stories that will inspire and ignite hope in others.
- maintain accurate, up to date, records and provide timely reports to the Senior Management Team.
- work with the Development Director to ensure evaluations are up-to-date and to raise awareness and funds.
- oversee Safeguarding at Restore Hope, ensuring robust processes are in place and complied with.
- have an understanding of current mental health needs, be able to manage individuals through challenging circumstances and be able to signpost people to the appropriate services.
- ensure that all activities involving children, young people and families are properly risk assessed.
- maintain the annual budget for the Families Team and ensure that all financial matters are processed in a timely and accurate manner.
- work with the COO to recruit, train and retain volunteers for the delivery of activities.

KEY SKILLS AND EXPERIENCE

As the **Families Manager** you will be:

- an experienced manager, with a track record of developing teams and training and equipping others.
- adept at working with, and supporting, children and families in difficult life circumstances.
- a visionary leader, with experience in the planning and delivery of programmes and courses.
- inspired by the outdoors and nature.
- experienced in partnership working, specifically with churches, schools, government and social services.
- able to identify complex needs, and provide crisis support and signposting.
- able to work under pressure and to meet deadlines.
- strong in administration and highly organised, with proficiency in Microsoft Office.
- a reliable team player who is willing to get involved in all areas of Restore Hope when needed.

TO APPLY

If you feel this is the right role for you, we would love to hear from you! If you would like an informal chat before submitting your application, get in touch with Jo Clare (joanna.clare@restorehopelatimer.org).

Please send a cover letter and CV to shaun.israel@restorehopelatimer.org by Thursday, 28th March 2024.

Thank you for considering working at Restore Hope, for more info visit our website: restorehopelatimer.org