

Role Description

Bounce Back for Kids (BB4K) Service Lead



Line manager: BB4K Manager

Direct reports: BB4K Support Workers

Indirect reports: Volunteers who are co-facilitating groups

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines, and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

Our work

Bounce Back for Kids (BB4K) is a support programme for children and families affected by domestic abuse. The programme uses therapeutic techniques, aimed at children aged between 3 and 11 years old and their non-abusing parent. It has been developed by Parents And Children Together (PACT) and provides support to families once the abuse has ended and the perpetrator is no longer living in the family home.

The key aims of the BB4K service are:

- To understand the cycle of domestic abuse
- To understand and heal from trauma
- To provide families with the tools to enable them to keep safe
- To validate and empower children and their parent / main carer
- To give parents the opportunity to see domestic abuse through the eyes of their child
- To strengthen positive and healthy attachments between children and their parent / main carer
- To raise children's self-esteem whilst giving them an opportunity to explore and express their feelings through fun, child-focused activities in a safe therapeutic way
- To improve children's school attendance, learning and development

It is our intention to develop the service so that it is responsive to the individual needs of the families and could include groupwork, individual support, play, art, or drama therapy, Zoom workshops, newsletters or private social media groups.

The role

The role of BB4K Service Lead is key to supporting our families through providing outreach support, co-facilitating the BB4K group work as well as targeted 1-2-1 delivery of the programme when required.

You will be responsible for leading a team of BB4K support workers, volunteers and students who support delivery of the service and to provide appropriate supervision, knowledge and guidance to support the priorities and aims of the service. As a Service Lead, you will ensure day to day activities are planned, coordinated and delivered effectively as well as caseload management across the team, which will include responsibility for your own caseload.

Maintaining an overview of deliverables and funding streams, you will manage and support your team to ensure KPIs are met, and data is collected for timely and accurate reporting.

The BB4K Service Lead is responsible for developing and implementing PACT's BB4K programme for parents and children in agreed geographical areas. The post holder will promote the BB4K programme, coordinate and assess referrals to agree the most appropriate support package to be delivered, deliver the programme and ensure that all aspects of service in agreed geographical areas are maintained to the highest of quality standards.

The role also provides training for professionals in areas such as domestic abuse awareness and support for survivors.

Key tasks

1	To oversee the day-to-day operational service delivery of the BB4K programme in agreed geographical area.
2	To provide appropriate levels of support and supervision for staff, volunteers, and students so that performance and progress are monitored and managed effectively following PACT's processes and procedures, and to ensure KPIs and goals are met.
3	Plan, promote and deliver the BB4K services as required in agreed regions to families in locations with most need. This includes a variety of group interventions and individual support.
4	Lead the assessment and triage of families to ensure the right support package is offered at the right time, including signposting families to more appropriate services, all within required time scales.
5	Ensure materials used by team are up to date and meet service delivery requirements.
6	Ensure group work and courses include appropriate assessment and evaluations to evidence impact for service users and enable reflection and learning for the team.
7	To work as an integral member of the BB4K team including holding an individual caseload.
8	Network with relevant partner agencies to promote the service in specific regions.
9	To work with the BB4K Manager and fundraising team as required to identify and contribute to funding opportunities and reports.

10	To ensure that services are delivered within budget, working with the BB4K Manager and to contribute to the annual budget setting process.
11	To ensure all staff, volunteers and service users are safe; to ensure full risk assessments for all referrals and activities are carried out satisfactorily.
12	To ensure that appropriate training and development opportunities are provided for staff and volunteers in line with the ethos of the organisation and the resources that are available.
13	Fully contribute as an integral part of the BB4K team, providing support for other members of the team and ensuring effective flow of information with the BB4K Manager and support workers. Deputise for the BB4K Manager as required.
14	To work with the HR team to recruit staff and volunteers for the BB4K project.
15	To train volunteers, staff and external practitioners when needed.
16	To create and maintain a lived experience group, Bounce Back Buddies, to allow families and parents to input on service development and shape delivery.
17	To share and undertake opportunities for BB4K funding and development.

Other	
1	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times.
2	To undertake any other duties deemed commensurate with this post as directed by the line manager.
3	To take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
4	To demonstrate a commitment to promoting equality and diversity in the workplace and throughout service delivery.
Standards	
1	To ensure that facilities always comply with best practice and national standards.
2	To maintain appropriate records, statistics and information, both quantitative and qualitative, for monitoring purposes and contribute to the evaluation of the effectiveness of the programme to support appropriate on-going development and produce impact reports.

3	To establish and maintain appropriate systems that promote best practice so that the organisation can measure and report on its level of service provision and organisational performance.
4	To keep up to date with Government and PACT issues as well as wider issues affecting vulnerable families and their children.

Person specification

Essential Requirements	
1	Professional expertise in the field of Domestic Abuse.
2	Minimum NVQ level 4 qualification in social care/ support work/ childcare or similar, or equivalent qualification or professional experience.
3	Excellent people management skills: can encourage, motivate, support and develop a team as well as monitor and manage performance; holds previous experience within a team leader level role.
4	Effective interpersonal skills: can listen and communicate effectively with a wide range of internal and external stakeholders and colleagues. Fluent in written and spoken English.
5	Experience of working with children or families in a range of community settings.
6	Experience of working in partnership with relevant statutory and voluntary groups, partners and agencies to develop and maintain strong constructive working relationships.
7	Experience of coordinating and planning service delivery and can plan, adapt, deliver, and evaluate group work programmes to meet the needs of vulnerable families and enable families to make positive change.
8	Proven experience of providing and delivering evidence-based support for parents and children.
9	Can evaluate and monitor service delivery against targets and of identifying ways to improve service delivery and implementing these.
10	Can flexibly manage work across split sites or off-site working with multi-disciplinary teams and to work with key BB4K stakeholders.
11	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently managing conflicting demands; whilst remaining positive and adaptable either working independently or collaboratively within a team.

12	Maintains accurate records and case management documents.
13	Assesses and manages risk and safeguarding concerns appropriately with experience of guiding others through appropriate decision making.
14	Can capture, monitor and evaluate information and data to provide informed service delivery feedback, reports and statistics with evidence-based recommendations.
15	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom.
16	Demonstrates a good understanding of, and ability to work within, the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity.
17	Demonstrates an understanding of the principles of data protection and its relevance to the service.
18	Role requires travel: full UK driver's license and access to own car.
Desirable requirements – Skills, experience or qualifications that would be advantageous to have in the role but are not essential	
1	Proven experience of or relevant qualification in delivering training.
2	Experience of contributing to operational plans.

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a 12 month fixed term post working full time, 37 hours per week, weekdays.

Working pattern to be agreed within the core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

The role is based from our Oxford office, working flexibly from our offices, from home and within the community. The role requires frequent travel to support our service users and covers casework activity across Oxfordshire with occasional visits to our Reading office.

Safeguarding commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Enhanced, plus Barred – Child.

Diversity commitment

For this post, we particularly encourage applications from those with personal or work experience in the field of domestic abuse who meet the essential requirements for the role.

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and development commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.