



Team Manager Family Services



About Us

Home-Start Southwark has been providing targeted early intervention for vulnerable children and families for nearly 30 years. For the last 3 years we have been developing a much-needed programme in Lewisham and now deliver support across both boroughs.



Our Mission

We provide emotional and practical support to families who are having difficulties managing parenting for a variety of different reasons. We help the parents to create happier lives for their children.

Our Approach

Most parents would agree that being a parent, wherever you live, whatever your circumstances, isn't always easy. Combine that with additional pressures such as illness or financial worries, and without the support of family and friends, the pressures can seem overwhelming. Our approach is simple, but it works! We provide trained volunteers to help any parent, with at least one child under five, who is finding it hard to cope.

2022/2023 Performance

We supported

202

Families

of which

35 Parent &

63 Children

in **Lewisham**

including

253

Parents and

390

Children

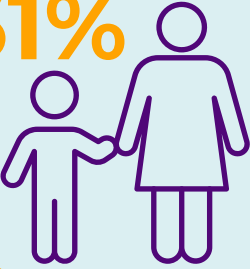
We supported


78

Active Volunteers
who provided...

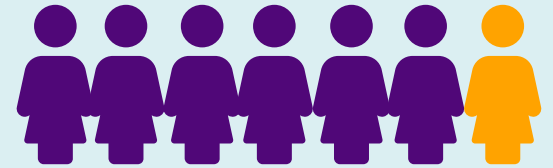
9,950 hrs

of family
support

61%

lone parents

1/3
of
parents
aged
18 to 26


53%
no paid
income

41%
of parents
experienced
Mental Health
issues
including anxiety
and depression

79
families
received
Bump to Babe
Perinatal
Support

1 in 7 parents
seeking asylum, refugees or
had limited leave to remain

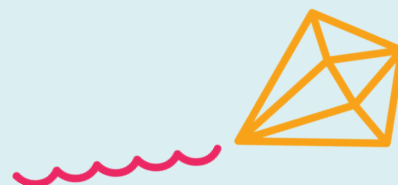
36%
of families
also had
children
over 5

65%
of families
had at least
one member
with a disability
or health
condition



we took
safeguarding
action
relating to

46
children



What We Do

Home-Start Southwark works with families who are pregnant or have children under 5. Our core work is to provide weekly support from a trained peer volunteer or worker empowering families to make changes to improve their lives. The way we support families continues to have relationships at its core – we believe, and our work proves, that the confidence and resilience gained by having someone standing alongside you offering encouragement and support, can make a huge difference to parents and children. Being a parent is difficult regardless of circumstances and many of our families are facing several additional challenges.

Our work is responsive to the community we serve and at times evolves to include groups, events, parenting programmes and specific strands of work such as our current projects; Bump to Babe, Big Hopes Big Future, Being Together and REAL.

Families start their journey with a referral, and then meet one of the Family Support team to discuss their strengths, areas for support and agree what they would like to work on with us. This really varies, and can include support to play, interact and develop relationships and routines with their children, to access services and activities in the community, emotional support to build confidence and resilience, and help with form-filling and budgeting. A family is then matched with a carefully selected volunteer or worker who visits them for around two hours a week for approximately six months to address their needs. The support is reviewed regularly, and adapted based on the family' evolving circumstances. Parents tell us that support from Home-Start is different from other services, that they feel they can be open and are not judged

About The Role

Position: Team Manager - Family Services

Location: Southwark, London

Hours: 28 - 36 hours per week (incl. Fridays)

Contract type: Fixed-term (until May 2025 with potential to become permanent depending on funding)

Salary: £37,000 (incl. London Weighting) FTE depending on hours agreed and subject to review depending on experience

Responsible to: CEO

Direct reports: Family Support Coordinators/Practitioners, Social work students

Start time: ASAP

Application deadline: Sunday 12th May 11.59pm

Interview dates: 21st-23rd May

Our ambition is to continue to develop outstanding services that meet the needs of our community; if you want to be part of our future, we would love to meet you to discuss this further.

For an informal discussion about this opportunity, please email info@homestartsouthwark.org.uk including your mobile number and best times to call and **Becca Jones** will be in touch.

Please apply with a CV and no more than 2 A4 pages outlining why you are interested and how you demonstrate the competencies and behaviours outlined in the Person Specification; we are interested in your lived experience as well as any voluntary or employed positions you have held.

Please send your application document to info@homestartsouthwark.org.uk

Job Description

Main Purpose:

- Work closely with the Chief Executive to develop and evolve Home-Start's services in response to changing needs, informing the strategy for our family support and development of services.
- Provide vision, direction, and leadership to motivate staff and volunteers to deliver high-quality services that make a measurable positive difference to children and their families.
- Manage the HSS Family Support Team, coordinating and quality assuring their work.
- Collaborate with multi-agency partners to deliver evidence-based interventions that support parenting and prevent need escalating, including structured programmes and group work.
- Be a Designated Safeguarding Lead for the charity

Key Responsibilities:

- Maintain an overview of support needs of vulnerable families in Southwark and Lewisham, the strategic aims of health and social care, and of the network of agencies working with families.
- Develop excellent relationships and partnerships with statutory and voluntary agencies to enable creative ways of reaching vulnerable families and providing integrated support.
- Take responsibility for the effective day-to-day operation of the scheme, ensuring the highest standards in safeguarding practice are kept in all aspects of the scheme's work.
- Ensure the Family Services Team and Social Work Students receive effective supervision, appraisal, and training to meet service needs and enhance their professional development.
- Promote the work of the scheme externally and actively contribute to scheme development opportunities.
- Provide management representation at meetings with trustees, partners, and stakeholders as appropriate, and provide cover for the CEO.

Job Description

continued

Key Responsibilities (*continued*):

- Collaborate with the CEO and Operations Manager to ensure all Home-Start policies and procedures are implemented and reviewed.
- Maintain an overview of support needs of vulnerable families in Southwark and Lewisham and develop relationships with agencies working with families.
- Manage referrals effectively, ensuring they are promptly allocated within agreed timelines and adhere to service guidelines, ensuring the right support is provided to families in need.
- Model good practice in family support by managing a small caseload of families and volunteers, ensuring work with families is of the highest standard following Home-Start's policies, procedures, and ethos.
- Take proactive role as Designated Safeguarding Lead, ensuring safeguarding principles are practised throughout the organisation.
- Provide supervision, appraisal, and training to practitioners, emphasising safeguarding for children and vulnerable adults.
- Ensure all staff adhere to safeguarding policies and procedures, promoting a culture of vigilance and curiosity.
- Follow Southwark and Lewisham's Safeguarding Board procedures and fulfil requirements for inter-agency information sharing, attend multi-agency meetings and child protection conferences as necessary.
- Collaborate with the Volunteer Coordinator to ensure the Home-Start preparation course is delivered to a high standard for volunteers and plan additional training for volunteers to develop their skills in supporting families.
- Maintain effective liaison and communication with referrers and other professionals, build and maintain effective networks and relationships with stakeholders.
- Collaborate with the Operations Manager to ensure all work is monitored and evaluated in order to contribute to reports and funding bids.
- Ensure timely and accurate entry of information into the casework management systems by the team, adhering to recording protocols and guidelines.

Job Description

continued

Commitment to Equality, Diversity, and Inclusion:

- Lead by example in promoting a culture of equality, diversity, and inclusion, championing these values both internally and externally
- Take proactive steps to address any incidents of discrimination or inequality, providing support and guidance to those affected.

The post holder may be required to undertake any other reasonable duties that fall within the nature of the role and responsibilities of the post as detailed above.

This post will require occasional evening or weekend work. Therefore, a flexible approach is essential.

Any substantial or major changes will be negotiated with the postholder.

We are an equal opportunities employer and welcome applications from all sections of the community. Southwark and Lewisham are diverse boroughs and we particularly welcome applicants from global majority ethnicities, and those who speak additional languages.

The role is subject to appropriate proof of right to work in the UK.

Home-Start Southwark takes very seriously the duty of care to safeguard and promote the welfare of children and is committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice. Our safeguarding policy recognises that the welfare and interests of children are paramount in all circumstances. All roles at Home-Start Southwark are subject to an Enhanced DBS Check.

Person Specification

Competencies and Behaviour

Collaborative working

Team working and respectful, positive relationships are integral to the way HSS operates.

We want people to;

- Work constructively and collaboratively with a diverse team of colleagues, sharing knowledge and learning and suggesting creative ideas for how things might be done differently
- Offer help and support to others
- Speak up in team meetings and one to ones, sharing feedback and honest views in a constructive way

Professional pride

We know it is important that we take personal and collective pride in the work we do so that we are always doing the best we can for our volunteers, families and each other. This will be evidenced through;

- A strong, professional desire to make a positive difference to the families and volunteers we work with and deliver outcomes that further our mission and aims
- Celebrating our achievements and the achievements of others
- Talking positively about HSS in a range of different environments
- Setting high standards for ourselves and others and being honest when those standards haven't been met
- Learning from our mistakes or times when something should have been done differently

Person Specification

continued

Equality, diversity and inclusion

HSS sees difference in people as a strength and something to be celebrated. We want people to;

- Always be respectful in their interactions with others
- Ask others what they want or need rather than tell them what is best
- Understand how to integrate diversity, inclusivity and non-discriminatory practice into everything we do as an organisation
- Consider where different treatment is appropriate and be confident enough to justify it

Communication

Good communication is at the heart of everything we do. It is something we all need to do well every day and so HSS wants people to;

- Communicate persuasively and clearly, verbally and in writing, with a wide range of audiences including families, volunteers, colleagues, trustees and partners
- Take care to tailor what we are saying and how we are saying it so it is relevant for the different audiences we are communicating with
- Ask for clarification if there is ambiguity about what someone has said or asked for
- Respond to people promptly so that we demonstrate that we care about their communication with us
- Check that messages have been received and understood

Organisation

Being organised in our work helps us as individuals and our colleagues be confident that work is being done when and as it should be. HSS wants people to;

- Manage their workload effectively, ensuring information and data is kept safely, accurately and accessibly for the benefit of the whole organisation
- Offer to help others when they have the capacity to do so
- Tell their manager when they have concerns about doing everything asked of them
- Maintain good, timely records so that the organisation can be confident it always has up to date data

Person Specification

continued

Flexibility and resilience

Change is an ongoing feature of working life. At HSS we always want to evolve the ways we work so that we maximise the potential of all of our team, make work interesting and flexible and deliver the best possible outcomes. To achieve this, we want people to;

- React positively to change and suggest new ways of working
- Be honest about concerns but seek to find solutions
- Be willing to work differently or take on new activities where that is appropriate to their role
- Take personal responsibility for managing their work/life balance and ask for help if this is difficult

IT and digital

In a digital age, HSS wants to maximise the potential of technology to enhance the effectiveness of the organisation. We want people to;

- Use the technology provided to record activities and promote and deliver services
- Build their confidence in using new hardware, software and applications
- Share their knowledge with others so that we can all benefit
- Identify training or development needs as appropriate

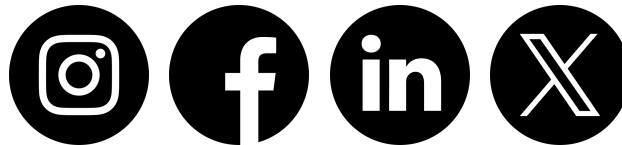


To visit our website,
please scan the code



www.homestartsouthwark.org.uk

Follow us!



020 7737 7720

info@homestartsouthwark.org.uk

Registered Office: Canopi, 7-14 Great Dover Street, SE1 4YR

Charity no 1107413 | Company no 5239322