

Home-Start Spelthorne

Job Description – FAMILY SUPPORT MANAGER

Job Title:	Home-Start Family Support Manager
Employer:	Home-Start Spelthorne, The Resource Centre, Staines Park, Commercial Road, Staines-upon-Thames, Middlesex. TW18 2QW.
Hours of work:	30-37 hours per week
Responsible to	Scheme Manager
Responsible For	All family support staff (including administrator) /Volunteers.

Purposes of the job

- To hold operational responsibility for family support.
- To ensure the effective day to day management of the Family support team in accordance with the Home-Start Constitution, Home-Start Methods of Practice, Home-Start Agreement and Quality Assurance standards
- To ensure the scheme maintains high standards of practice in supporting families within the ethos of Home-Start.
- To ensure inclusion and diversity in all aspects of the scheme's and work.
- To take responsibility for providing leadership and management to the family support team.

Key areas and main tasks of the job

- Taking responsibility for the day-to-day management of the family support team.
- Ensuring all Home-Start policies and procedures are implemented.
- Ensuring effective administration and financial systems are in place.
- Supporting the management committee in the recruitment, selection, induction, management and deployment of co-ordinators and other paid staff.
- Leading the Family support staff team and ensuring all staff receive adequate supervision, appraisal, direction and opportunities for development.
- Contributing to funding applications, monitoring & reporting and attending contract meetings
- Data inputting (CharityLog) and Data manipulation (statistical reporting)

Support for families

- Maintaining an overview of the work with families within the scheme.
- Ensuring support to families is of a high standard. in accordance with Home-Start's model, policies and procedures
- Managing own case load of supported families and volunteers, and model good practice in family support including matching and introducing volunteers to families
- Receiving referrals and assessing needs.
- Introducing families to appropriate support.
- Ensuring support to families is reviewed at regular intervals and at the end of Home-Start support
- Undertaking the Strategic Lead role and designated responsibilities to safeguard and promote children's and adult's welfare.

Managing Volunteers

- Ensuring the scheme maintains an effective team of volunteers
- Overseeing and ensuring the scheme's policies and procedures are fully implemented in all aspects of work with volunteers, including their recruitment, selection, preparation, support and supervision
- Ensuring that the Home-Start preparation course is delivered in full and to a high standard to all prospective volunteers
- Providing and overseeing support, supervision and on-going training opportunities for volunteers.

Working in Partnership

- Ensuring appropriate liaison and communication with key referral services and other professionals, making sure that they are aware of Home-Start services and how to refer families
- Networking appropriately within the community.
- Contributing to local policy and planning forums as appropriate.

Managing the Wider Context

- Promoting the scheme its profile, ethos and practice.
- Contributing to the development of Home-Start locally, regionally and nationally.

Supporting the Management Committee

- Working with the Management Committee for the benefit of the scheme, including with the Friends of H-S and with fundraising events.

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

Any substantial or major changes will be negotiated.

This job description is current as at 21st December 2021