

***JOB DESCRIPTION***

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| **Job Title:** | Family Centre Manager |
| **Salary:** | £34,278 - £38,563 |
| **Hours of work:** | 35 hours a week plus a daily hour’s break 9:00 – 17:00 |
| **Office base:** | YMCA Mole Valley Family Centre |
| **Responsible to:** | Youth and Family Service Manager / Deputy Head of CYP |
| **Responsible for:** | Senior Family Support WorkerFamily Support Co-ordinatorFamily Support WorkersFamily Support AdministratorSenior Early Years PractitionerFamily Support Volunteers |
| **Job Purpose:** | Lead and manage the day-to-day operations of the Family Centre provision to support families with children and young people aged 0-19 years (up to 25 years with disabilities and additional needs) that are identified as the most need of support or have emerging needs. |
| **Main Responsibilities:** | * Management of the implementation of the Surrey County Council Families First specification for Family Centres and Family Resilience Support provision.
* To monitor the Manager’s in-tray, triage referrals, ensure contact with families providing management oversight and comply with all elements of Early Help Module (EHM) Practice standards for Child Records – Family Centres and Family Support Programme guidance.
* With the Family and Youth Manager to devise and review the service delivery plan including emerging needs groups and partnership working with HomeStart East Surrey and other agencies.
* Use Tableau data and Outcome tools to plan service delivery.
* Show evidence of the impact of the support that is provided and record this on Early Help Management System (EHM), Outcome Stars and other systems as appropriate.
* Work with the Head of Finance, Head of CYP and the Youth & Family Service Manager to manage the budgets of the Family Centre and consider other sources of revenue.
* Manage Senior / Family Support Workers, Admin and other associated staff within the Family Centre and Family Support provision providing regular line management supervision, annual appraisals, and case supervisions.
* Lead a team to ensure family support is delivered effectively and liaise with other local Family Centre and Family Support staff agencies and partners to plan, monitor and evaluate services.
* Lead and manage the day-to-day operation of the Family Centre and Family Support service developing partnerships and embedding working protocols with relevant partners, to deliver a range of targeted, integrated early childhood services to meet the identified needs of families in line with the core purpose.
* Lead, manage and deploy Family Centre and Family Support staff ensuring effective, Safer Recruitment, performance management, support, professional supervision, and training including SCC mandatory training are in place.
* In partnerships with key partners, including Surrey CC Children's Social Care, identify and support families most in need to access appropriate activities and services to reduce the need for specialist services in line with Family Resilience principles.
* Manage the collection and analysis of national and local data in partnership with the local authority and partners, to evaluate and demonstrate the impact of the children's centre services and inform future planning using Early Help Management system (EHM) and other evaluation tools such as Outcome Stars.
* Lead the completion and review of the centre performance monitoring process (PMF), coordinating contributions from the advisory board, relevant partners and stakeholders and reporting on centre progress to the Youth and Family Manager, Head of Children and Young People , YMCAES internal groups including the CYP Advisory Group, and Surrey County Council Performance Management Conversations.
* Manage financial resources efficiently and effectively prioritising, allocating and monitoring funding to ensure value for money throughout family support provision
* Work alongside other YMCA East Surrey Children and Young People managers to share good practice.
* Ensure YMCA East Surrey’s policies and procedures are followed at all times, including safeguarding, health and safety.
* Any other duties are required to be performed within the grade and renumeration of the role.
* Ensure that all activities demonstrate the values and culture of YMCA East Surrey.

YMCAES is committed to safeguarding and promoting the welfare of children and young people/adults at risk. This role will require an enhanced DBS disclosure and training up to DSL level.  We require you to understand and demonstrate this commitment and attend any required trainingTop of Form |

**PERSON SPECIFICATION:** Family Centre Manager

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|  |  | **Essential** | **Desirable** | **How measured (application, assessment, interview)** |
| **Qualifications, Education & Training:** |   |  |  |  |
|  | A level 5 qualification in a relevant field or professional experience obtained through significant recent work experience  | X |  | Application and certificates |
|  | Paediatric First Aid qualification |  | x | Application |
| **Experience** |  |  |  |  |
|  | Management experience in a relevant professional area with families and children ideally in a Family Centre.  | X |  | Application, interview |
|  | Demonstrable knowledge base regarding relevant legislation and resulting practice/procedure issues in family support services | X |  | Application, interview |
|  | Experience of establishing and maintaining effective working relationships with other agencies and professions | X |  | Application, interview |
|  | Demonstrable experience in collating, analysing and reporting data from a range of sources and using this to make recommendations for performance improvement. | X |  | Application, interview |
|  | Experience of demonstrating compliance for external, statutory agencies.  | X |  | Application, assessment |
| **Abilities, skills, and attitude** |  |  |  |  |
|  | A strong command of Microsoft Office including Word, Excel, and PowerPoint and online systems. | X |  | Application, assessment |
|  | Ability to work collaboratively with staff to effect positive change, encourage innovation, creativity and continuous improvement | X |  | Application |
|  | Strong spoken and written communication skills with a good level of attention to detail | X |  | Application, assessment, interview |
|  | Able to influence and build excellent working relationships at all levels of the organisation | X |  | Application, interview |
|  | Demonstrate a level of professional credibility, integrity and emotional resilience | X |  | Application, interview |
|  | Excellent organisational skills with the ability to keep things simple  | X |  | Application, interview |
|  | Safeguarding knowledge and experience including DSL training or willingness to undertake | x |  | Application, interview |
| **Other requirements** | Subject to a satisfactory Enhanced with Children’s barred list DBS disclosure  | X |  | Application, DBS disclosure |
|  | Commitment to the values, aims and mission of YMCA East Surrey | X |  | Application, Interview |
|  | Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders  | X |  | Application, Interview |