

Senior Family Support Officer (Families First)

£22,887 plus pension, 37.5 hours, funding secure to 31 March 2020, with possible extensions

Job description

Port Talbot and Afan Women's Aid (PTAWA) is an established and well respected organisation that makes a genuine difference by delivering support and services to families impacted by domestic abuse. We consider ourselves to be a progressive and dynamic company that is at the forefront of our sector due to the high quality services delivered across our service.

PTAWA is a friendly, supportive and rewarding place to work. We know that our employees are key to our organisations success and growth which is why we value our employees and offer support, training, development and progression to enable everyone to reach their full potential.

Your role will be to oversee and lead the Families First Support Team to offer a suite of specialist interventions and programmes that are family focused and provide early intervention provision. The focus will be to deliver support to children and young people however the service will protect and support all family members (irrespective of gender), with the goal of creating and maintaining safe and healthy households that support and nurture children and young people.

As well having responsibility for supporting three Family Support Officers including delivering regular one to ones, annual appraisals, and team meetings you will also carry a case load (lower than the Family Support Officer post). It is essential to have a good understanding of the risks, assessment and support needs of families experiencing domestic abuse, and an ability to make service intervention decisions.

The role requires someone who can provide high level management support to staff, ensuring that service standards are excellent. The ability to model high quality practice in your own work, ensuring that service user involvement and person centred approaches are embedded in service values is fundamental aspect for this position.

You will create and maintain collaborative working relationships with all PTAWA staff, other Families First funded services and key partners to avoid duplication and ensure key referral pathways into community based services to provide complementary support to families at the point of exit. Responsibility for managing; assessing and assigning referrals within strict timescales will be part of your duties.

In addition you will be responsible for undertaking correct monitoring and reporting to commissioner, ensuring that contractual compliance is maintained.

What would you need to be successful?

- A motivating leader who ensures high quality
- Be able to spot risks and manage these effectively
- Strong initiative and decision making skills
- Excellent communication skills

- An organised person who can assign workload effectively
- A methodical approach to planning and reporting
- Experience in empowering others to achieve outcomes

Your track record will include experience of managing teams (or senior responsibilities) to deliver support to vulnerable people, enabling them to make positive changes. You'll also have experience of effective monitoring and reporting to funders.

Benefits

A pension scheme is provided, with a maximum employer contribution of 6%.

Annual leave entitlement starts at 25 days, with an additional day for each year's completed service (to a maximum of 31 days)

Things you need to know

A disclosure and barring security check is required for this role.

Successful candidates will be based at PTAWA Head office.

There is a requirement to participate in a 24 hour on-call rota.

It is a requirement of the role to be flexible and client-centred in terms of delivery. Therefore evening and weekend work may be required from time to time.

Working for PTAWA

Vision

Our Vision is to create safe communities, free from domestic abuse where people and families can flourish and build successful independent lives.

Mission

To be an innovative and sustainable provider of excellent, good value domestic abuse services that drive prevention, provide interventions and enable progression.

Values

Our work is underpinned by a set of values that were created and developed by staff. These include:

Role model

Improving, integrity and inclusive

Supportive

Excellent, engaged and empowered

Apply and further information

To apply: Please complete an application form, noting the deadline below.

Contact point for applications: Kate Purchase / katep@ptwa.org.uk / 01639 894 864

Closing date: Monday 19th November 2018: 9am.

Interview date: 21st November 2018

Senior Family Support Officer (Families First)

Job profile

Job Title	Senior Family Support Officer (Families First)
Grade / Salary	£22,887
Hours	37.5
Reporting to	Services Manager

Job Purpose

To oversee and lead the Families First Support Team to deliver a comprehensive suite of specialist interventions and programmes to families affected by domestic abuse, creating and maintaining safe and healthy households that support and nurture children and young people. You will be responsible for performance of the service, ensuring that standards are adhered to and contractual compliance is maintained.

Key accountabilities

1	Effectively lead and manage the Family Support Officers within your team. Conduct regular supervision sessions, case file reviews and case file audits to review and appraise performance. Plan appropriate training and development opportunities as required.
2	Be the single point of contact for the pre-set Council referral pathway, managing, assessing and assigning referrals within strict timescales. Ensure appropriate cover is in place during planned absence.
3	Design and plan the delivery of programmes and support interventions, as per the tender documentation, including; STAR, Recovery Toolkit, RESPECT and Together.
4	Carry a caseload (smaller than that of the Family Support Officer's) and undertake service interventions. Assist and support the team with complex assessments and cases.
5	Create and maintain collaborative working relationships with all PTAWA staff, other Families First funded services and key partners to avoid duplication and ensure key referral pathways into community based services to provide complementary support to families at the point of exit.
6	Oversee income and expenditure of the service ensuring that spend is within set budget. Attend quarterly contract review meetings with PTAWA Management.
7	Ensure that the performance of the service is high quality and that families receive a timely, responsive and holistic service appropriate to their needs. Take a solutions based approach to resolve issues as they arise, escalating and reporting where appropriate.
8	Take responsibility for all monitoring requirements, ensuring that data is captured, collated and reported in line with contractual requirements.
9	Ensure that effective and legally compliant records are maintained by the Families First team, utilising the organisation case management system.
10	Regularly attend team meetings and Operational Manager Meetings, making key operational decisions and informing staff of the outcome.
11	Participate in the on-call rota, during evenings and weekends as assigned, in compliance with the lone-working and on call policy.

Line Management Responsibilities (Y/N)

Y
Family Support Officer (Families First) 37.5 hours
Family Support Officer (Families First) 21 hours

Qualifications and Training	
Desired	Domestic Abuse Qualification – Level 5 National Training Framework
	Management or leadership qualification
Essential	NVQ Level 3 or equivalent in relevant field
	Adult and Child Protection and Safeguarding
	Health and Safety
	Lone Working
	Data Protection and Confidentiality

Senior Family Support Officer (Families First)

Person Specification

Criteria	Essential	Desired
Education and Qualifications	At least NVQ Level 3 or equivalent in a relevant field, i.e. Health and Social care or Advice & Guidance	NVQ Level 4 or equivalent in a relevant field Qualification or training in Domestic Abuse (up to group 5 of National Training Framework).
Experience	At least 2 years experience of supporting and assessing vulnerable people Risk assessment and risk management for vulnerable people Line management or senior responsibilities of people and successful projects / services Reporting, monitoring and evaluation	Experience of assessing and supporting children and young people, victims and perpetrators of domestic abuse Experience of using Oasis or other case management systems
Knowledge, skills and abilities	Knowledge of domestic abuse and coercive control and its effects on victims Proven liaison with statutory and voluntary agencies Ability to assign cases appropriately as well as manage own caseload Ability to take responsibility and make key decisions Ability to meet set targets and deadlines to achieve contractual compliance	Knowledge or experience of the following: S.T.A.R Recovery Toolkit RESPECT 16-25 Working with perpetrators
Personal attributes	Excellent communication skills both oral and written Excellent interpersonal skills and an empathic approach to individuals affected by domestic abuse	

	<p>Someone who can lead by example</p> <p>An organised and methodical approach to planning</p>	
Other	<p>Driving Licence and use of own car with business insurance</p> <p>Commitment to equality, diversity and inclusion</p> <p>Ability to work within flexible work-pattern</p> <p>Computer literacy – preferably Microsoft office</p> <p>Willingness to participate an on-call rota in line with our lone-working policy.</p>	<p>Ability to speak Welsh</p> <p>Ability to speak ethnic language</p>