

<b>Job Title</b>	<b>Service Manager</b>
<b>Hours of Work</b>	25hrs per week Regular weekend and evening working is expected Flexible hours are required
<b>Location</b>	Office headquarters Edinburgh, with regular travel to outreach locations.
<b>Accountable to</b>	Director
<b>Salary</b>	PO1/P02 £34,198 - £38,250 pro rata
<b>Holidays</b>	35 days annual leave pro-rata including ten days' public holiday taken at any time in the leave year by agreement with your line manager.
<b>Introduction</b>	<p>Family Journeys supports families after separation, providing a range of services to parents and children. At present these services operate throughout the Lothians in outreach locations, with an established team and pool of sessional staff.</p> <p>Our work requires a high degree of trust and professionalism. Mediation is a regulated profession and child contact centre provision will become regulated by 2022. Our work requires commitment to safety and child protection and working to a high standard expected by families, social workers, solicitors and courts.</p>
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>• Overall management of service delivery staff including regular support and supervision; performance management; recruitment and induction of new staff; overseeing scheduling and adherence to policies, terms and conditions.</li> <li>• Quality assurance, monitoring and reporting on all services, including overseeing case files, database development and management, analysis of trends and use of data to inform organisational development.</li> <li>• Development of service delivery teams, including continuing professional development and positive practice standards.</li> <li>• Act as Child Protection/Vulnerable Adult Co-ordinator and ensure good practice in relation to safety and protection.</li> <li>• Oversee and develop good practice in relation to liaison with courts, social workers and solicitors.</li> <li>• Develop new services and approaches to supporting families after separation, contributing to the growth of Family Journeys and our reputation in our sector.</li> <li>• Represent Family Journeys to external stakeholders.</li> <li>• Support Family Journeys' sustainability by ensuring the income generating activity in our organisation is developed.</li> <li>• Oversee and work within agreed budgets. Contribute to the development of budget proposals as required.</li> <li>• Act as Data Controller for our storage and processing of client data and ensure all staff comply with data protection requirements.</li> <li>• Deputise for the Director as required.</li> </ul>
<b>Additional responsibilities</b>	<ul style="list-style-type: none"> <li>• Act as a role model to all staff by working to, and implementing the organisation's policy and procedures.</li> <li>• Adhere to and promote respect for health and safety throughout the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Initiate procurement, cost benefit analysis and management of contracted services to Family Journeys and contributing to our responsibilities for best value and probity.</li> <li>• Support Family Journeys' communications and PR activities.</li> <li>• Use new technology and ensure all team members engage with our IT systems appropriately for their role.</li> <li>• Engage with external stakeholders positively.</li> </ul>
<b>Key relationships</b>	<p><b>Internal</b></p> <p><b>Direct line management:</b></p> <ul style="list-style-type: none"> <li>• Senior programme workers</li> <li>• Programme workers</li> <li>• Mediators</li> <li>• Sessional Mediators</li> <li>• Volunteers</li> </ul> <p><b>Indirect line management:</b></p> <ul style="list-style-type: none"> <li>• Team leaders for family connections centres</li> <li>• Sessional Family Connections staff</li> <li>• Volunteers</li> </ul> <p><b>Accountable to:</b></p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Board of Directors</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Court systems</li> <li>• Solicitors</li> <li>• Scottish Legal Aid Board</li> <li>• Social Workers, Child &amp; Family Service Managers</li> <li>• Regulatory bodies relevant to our work</li> <li>• Relationships Scotland relevant committees and members</li> <li>• Policy makers (Scottish Government, Local Government, national childrens' and family agencies)</li> <li>• Contractors to Family Journeys as appropriate</li> </ul>
<b>Essential requirements</b>	<ul style="list-style-type: none"> <li>• Strict adherence to data protection and confidentiality policies</li> <li>• Visible commitment to and adherence to good practice in all our policies and in particular to safety and child protection</li> <li>• Management of our PVG requirements</li> <li>• Contribution, with the Director, to the organisation's development and implementation of the organisation's strategy and business plan</li> <li>• Regular, comprehensive reports to the Board of Directors to support their planning and direction of the organisation and enable them to fulfil their duties as trustees.</li> <li>• Ensuring our services and organisation as a whole respects and promotes equality and diversity</li> <li>• Ensuring our organisation complies with government guidance and the law</li> </ul>

	<ul style="list-style-type: none"> <li>Ensuring that, at all times and for all service users, our services are inclusive and actively seek solutions to ensure those with different disadvantages benefit from our support</li> <li>To model and promote Family Journeys values.</li> </ul>
Person specification	
Essential criteria	Development requirements
<p>Management skills/experience or qualification</p> <p>Experience of direct work with disadvantaged and diverse families</p> <p>Proven track record of operational planning and implementation</p> <p>Experience of monitoring, evaluation and reporting</p> <p>Experience in child protection issues</p> <p>Working understanding of GDPR</p> <p>Proven track record of development and design of services</p> <p>Excellent verbal and written skills</p> <p>Experience in report writing for statutory bodies</p> <p>Experience in assessing and managing risk, including domestic abuse, child protection, substance abuse</p> <p>Knowledge of social exclusion and experience of developing inclusive services</p> <p>Knowledge and understanding of child development, the impact of adverse childhood experiences and trauma</p> <p>Experience of leading teams through change</p> <p>Experience of case recording</p> <p>IT Skills</p>	<p>Leadership training/CPD</p> <p>Experience in: mediation, coaching, child contact work, solution-focused approaches or other relevant professional practice</p> <p>Knowledge of national policy and law in relation to children and families</p>
Professional qualifications as required by SSSC and any other future regulatory requirement.	Training / facilitation / group work skills / qualification

<b>Organisational requirements</b>	<p><b>Team meetings:</b> at least once per month. Meetings may not be held within your standard work hours, as many staff are part time. You will be expected to attend all staff meetings, but timings will be rotated to ensure all staff can include these in their standard working pattern in turn.</p> <p><b>Continuing professional development:</b> all staff are expected to maintain their familiarity with new working practices and approaches in their professional field and in information technology relevant to their role.</p> <p><b>Professional registration:</b> if your registration is required for your role, you will be supported to undertake the required registration requirements.</p> <p><b>Team working:</b> as a small organisation, we require all employs to work flexibly to enable us to meet operational demands and share workload</p>
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	when other staff are absent. Requests will be reasonable and proportionate.
<b>Performance management</b>	<p><b>Probationary period:</b> all new employees are appointed with a probationary period of 6 months. Performance reviews are six monthly with your line manager.</p> <p><b>Standards of performance</b> and objectives for your work will be clearly communicated and agreed in advance of the performance period.</p>

