

Job Title:	Head of Supporting Families Service
Salary:	£ 32,000 per annum
Hours:	Full time, 35 per week. <i>(Please note, this may include some evenings, weekends, and holidays).</i>
Responsible to:	Chief Executive Officer
Responsible for:	Casework and Quality Manager, Family Engagement & Activity Coordinator, Enfield SENDIASS Manager and various student placement-holders and volunteers.

Main Responsibilities

Strategy & Development	Ensure that the service provides sensitive, appropriate and timely support, advice and advocacy to the families of people with learning disabilities across the boroughs in which Centre 404 operates.
	Lead on strategic planning within the service and contribute to development of strategy and direction within the organisation as a whole.
	Lead on a user-led approach to the planning, running and review of services and encourage user involvement in decision-making structures within the service and the wider organisation
	Identify gaps within current service provision and how Centre 404 might address these (for example, through establishment of a new service or through campaigning).
	Facilitate the involvement of a strong and active sub-committee to oversee the strategic direction of the service through recruitment, training and support.
	Undertake liaison and networking with individuals and organisations across the boroughs which Centre 404 operates in. For example, schools, local authorities, community groups, and umbrella organisations (local, regional and National, as appropriate).
	Lead and support fundraising initiatives including but not limited to the coordination of events and tendering for specific funding grants and applications.
	Setting up and managing Centre 404's new SENDIASS provision in Enfield including supporting in the recruitment for a Project Manager.
Quality	Ensure that the service complies with and meets the requirements of any grants, awards or contracts with external bodies and that reports are provided to funders as required.
	Ensure that quality and other monitoring procedures and reports are completed in accordance with Centre 404 and funders' requirements; identify and implement any improvements or changes required.
	Ensure that appropriate policies, procedures and quality standards are in place and implemented to protect the health, safety and wellbeing of staff and members and ensure that the service runs smoothly. Ensure that such policies, procedures and standards meet the requirements of any funding bodies and Centre 404.
	Supervise and support the Casework & Quality Manager with the maintenance of Centre 404's Advice Quality Standard mark (AQS).
Management	Lead, motivate and support staff working in the service. Ensure that all staff have regular appraisals, supervisions, personal objectives and training plans in line with Centre 404's policies and procedures.
	Ensure that the service has an annual plan in line with Centre 404's planning cycle and that progress towards achieving the plan is monitored consistently.

	Attend relevant meetings within and outside Centre 404, reporting back to the staff team, line manager, management committee or other groups as appropriate.
	Ensure that staff are aware of the potential for abuse of vulnerable individuals, of local child protection and vulnerable adult procedures and what action to take in the event of any concern arising.
	Manage the budget for the social/education service, ensuring that spending is kept within limits and that financial targets are met.
	Participate in the fundraising function of the organisation, including preparing grant applications and participating in fund-raising events. In particular, actively seek opportunities for raising funds for Family Support work.
	Prepare reports and papers as requested by the Director, Chair of Centre 404 or Chair of Family sub-committee.
	Liaise with and support the Volunteer Coordinator to recruit volunteers for the service. Ensure they are supervised and that their induction/training needs are met. Supervise volunteers with the Support Families service as per the requirements of the 'Peer to Peer Volunteer Project'.
	This post will involve some evening and weekend working. The timetable of work will be agreed between the post-holder and line manager.
	Lead on finance operations across the service including but not limited to managing petty cash and payroll.
Other	Due to the needs of the service, the post-holder will be required to be flexible and provide cover for managers/team members when required.

Person Specification

	(E) Essential requirements	(D) Desirable requirements
Qualifications	Have substantial experience of developing and managing activities similar to those provided by Centre 404.	D
Knowledge & Understanding	Knowledge of relevant health and safety, legal and policy requirements in order to run the service safely.	E
	Knowledge and understanding of generating income streams appropriate to the service through charitable grants, contracts, tenders etc.	E
	Knowledge and experience of working with the 'SEND Code of Practice 0-25'.	E
	Knowledge and understanding of the legislation surrounding families with children/relatives with disabilities such as the 'Care Act 2014' and the 'Children & Family Act 2014'.	E
Experience	Experience of working in an inner city, diverse and multi-cultural community.	D
	Experience of setting clear targets and performance indicators for staff and being able to monitor and demonstrate these achievements.	E
	Experience of supporting and working to a voluntary management committee.	D
	Experience of developing an annual work programme for yourself and your staff which fits into the organisation's overall strategic intentions.	E
	Experience of setting clear targets and performance indicators for staff and being able to monitor and evidence these achievements.	E

	Experience and expertise at involving members/users in the planning, development and evaluation of services.	D
Skills & Abilities	Ability to form effective and professional relationships with children and adults, parents/carers, volunteers, the staff team and others outside the organisation.	E
	Excellent interpersonal skills, including active listening, communication with colleagues, service users, family carers, and any other third parties.	E
	Proven ability to motivate and lead a team.	E
	Ability to manage staff, including provision of support and supervision, staff appraisals and performance management.	E
	Good organisational and administrative skills including report writing, record keeping and management of petty cash.	E
	Good numeracy skills.	E
	IT proficient, with the ability to use a range of computer software (i.e. Office and others).	E
	Ability to solve day to day operational problems and to manage your own and others' time effectively and prioritise a varied workload.	E
	Ability to draw up an annual budget and manage this quarterly and the ability to draw up budgets for new services.	D
	Ability to handle confidential and sensitive information appropriately.	E
	Ability to develop a business plan in conjunction with other Heads of Service that contributes to the overall strategic direction and development of the organisation.	D
	Other	Understanding of and commitment to concepts of inclusion and diversity and equal opportunities.
Flexible and adaptable.		E
To be able to work evenings on a regular basis and weekends occasionally. Some flexible working hours can be considered.		E
Possession of a coherent vision for the development of the service and ability to communicate that vision to others.		E

Centre 404 is committed to safeguarding and promoting the welfare of vulnerable individuals, and we are looking to recruit people who share these values.

Mission, Beliefs and Values

Centre 404 is working towards a world where people with learning disabilities and their families have the support they need to flourish and enjoy the same rights, freedom, responsibilities, choices and quality of life as people within the wider community.



Centre 404's Beliefs and Values are deeply rooted in the way that we work and will continue to underpin the future direction of the charity.