



EARLY YEARS ALLIANCE
50 FEATHERSTONE STREET LONDON EC1Y 8RT

Registered as an Educational Charity

JOB DESCRIPTION

JOB TITLE: YOURFAMILY – TEAM MANAGER
BASED: SOUTHEND
DEPARTMENT: A BETTER START SOUTHEND
RESPONSIBLE TO: ABSS PROGRAMME MANAGER
RESPONSIBLE FOR: YOURFAMILY WORKERS

JOB PURPOSE: The Team Manager role is to support the development and be responsible for the effective delivery of the YourFamily project. Develop and implement the Standard Operating Procedures to support provision of direct delivery. Be responsible for coordinating all information, communication, monitoring and control activities for the project. Provide line management to the delivery team of YourFamily Practitioners including volunteers. Build supportive and collaborative relationships with key stakeholders including parents and carers to develop innovative approaches and strength the links with other service provisions.

SAFEGUARDING REQUIREMENT:

The Early Years Alliance is committed to safeguard and promote the welfare of children and young people. It is a requirement of all staff that they share this commitment and follow the prescribed policy and procedures to continuously promote a culture of safeguarding across the whole organisation.

MAIN DUTIES:

1. Oversee and deliver the YourFamily project ensuring the project is delivered timely and within budget.
2. Uphold the service values and principles, developing and implementing relevant policies and procedures.
3. Provide line management to all direct reports and staff team in accordance with the Early Years Alliance supervision and employment policies to enable optimum staff performance, wellbeing and development.



4. Ensure all staff meet safeguarding requirements including training, recruitment and supervision in line with the SET procedures
5. Support the integration of the YourFamily Programme, Children's Centres and Early Years Services
6. Development of community engagement and a volunteer support programme
7. Work with the Programme Manager to ensure there are robust governance monitoring processes
8. Ensure all relevant finance, performance and risk data are available to track effective delivery of the YourFamily project.
9. Build and maintain professional relationships with key delivery partners including Southend Association of Voluntary Services (SAVS), Southend Borough Council, Public Health, Children's Centres, Essex Partnership University Trust (EPUT), and Mid and South Essex NHS Foundation Trust
10. Work closely with colleagues to develop innovative approaches to expand and improve the support ABSS provides in response to identified needs, evaluation data and research evidence.
11. Work effectively with key stakeholders to build and strengthen the links with other service provisions available to families within Southend.
12. To undertake any other duties as requested by the ABSS Director or their delegates.

EQUALITIES:

The post-holder must be aware of and respect difference and ensure that children have equality of access to opportunities to learn and develop. S/he must have an understanding of and commitment to equality of opportunity and anti-racism issues.

POLICIES AND PROCEDURES:

The post-holder must be aware of and comply with all the charity's policies and procedures including those relating to: bribery and corruption, child protection, confidentiality, data protection, health & safety, security and signing agreement and contracts and financial.

This job description is not an exhaustive list of duties and you will also be required to carry out any other duties which may reasonably be required of you in accordance with the needs of the Early Years Alliance. You are also required to be flexible and adaptable with respect to your role.

PERSON SPECIFICATION:

Essential Criteria



1. Educated to degree or equivalent relevant qualification in Health, Social Care or Early Years.
2. Proven experience in service delivery at management level within Health, Social Care or Early Years.
3. Proven experience of working with vulnerable families and children aged 0-4 years.
4. Demonstrable knowledge and experience of the safeguarding challenges faced when working with vulnerable families.
5. Trained and competent to Level 4 in Safeguarding.
6. Experience of providing safeguarding supervision.
7. Ability to manage the projects resources to ensure expenditure and income is in line with its budget.
8. Experience of developing and managing effective partnerships across and range of early childhood service providers.
9. Experience of effective line management and management of teams, including conducting supervision meetings.
10. Commitment to achieving best outcomes for children and families and implementing evidence based effective practice.
11. Knowledge and understanding of current UK health and safety legal requirements and its application, and of conducting risk assessments.
12. Effective verbal and written communication skills across diverse disciplines along with strong interpersonal skills.
13. Proven ability to analyse data.
14. Ability to manage pressure and conflicting demands.
15. Ability to prioritise and organise own workload.
16. Excellent time management skills.
17. The ability to work well as part of a team or under own initiative.
18. Demonstrable experience of successful problem solving, interpersonal and networking skills.
19. Computer literacy and good typing skills – highly proficient in using Microsoft Office programmes, in particular PowerPoint, Word and Excel.
20. High levels of accuracy and attention to detail.

Core management competencies - Please refer to Appendix 1 for details of the core management competencies that managers are expected to work to.



- Leadership
- Managing people
- Managing teams
- Communication
- Customer awareness
- Problem solving
- Planning and resource management

Desirable Criteria

1. Experience of using and auditing a case management system.
2. A good understanding of the Early Years agenda.
3. Experience of developing and delivering community-based initiatives, empowering and supporting local people to play an active role in the community.
4. Experience of managing volunteers

TERMS & CONDITIONS:

Grade: 5+A

Salary Range: £42,099 to £45,900 per annum (pro rata for part-time)

Hours: 37.5 per week

Allowances: N/A

Annual Leave: 26 Days (pro rata for part-time)

This post is not exempt from the Rehabilitation of Offenders Act (1974) and does require a Disclosure and Barring Service check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them. The level of this check is enhanced.

Pension: The table below shows what the base contributions are, and the dates they will rise. You can also choose to give more than the minimum amount should you wish.

Date effective	Employer minimum contribution	Employee minimum contribution	Total minimum contribution
6 April 2019 onwards	3%	5%	8%

JOB DESCRIPTION SIGN OFF

Date issued by Manager:

Name:

Signature:



I confirm that I have received a copy of this job description and have had any questions about it answered.

Name of post holder:

Signature:

Date:

Early Years Alliance Core Management Competencies

Leadership

- Has a good understanding of the charity's vision and strategy and inputs effectively into the operational plan for their department/DSP/Sub-committee.
- Thinks strategically and clearly relates goals and actions to the strategic aims of the charity.
- Communicates the need for quality and continuous improvement and influences good practice through own example.
- Inspires people to deliver results, high standards and sets clear objectives for self and the team, taking appropriate and timely action to ensure targets are achieved.
- Creates and supports a culture of creativity, innovation and critical thinking throughout all activities and staff within areas of responsibility.
- Manages change effectively and clearly communicates the need for it to the team, providing them with support to effect it.
- Understands the need to safeguard all children in the context of his/her role and ensures the team understand safeguarding responsibilities relevant to their roles.

Managing people

- Is effective at recruiting, developing and motivating a diverse range of people.
- Clearly informs staff of their tasks and responsibilities, ensuring staff understand and work in line with the charity's policies and procedures.
- Holds regular one to one and annual appraisal meetings, sets and monitors S.M.A.R.T objectives and gives constructive feedback designed to improve future performance.
- Delegates effectively and adopts a management style which encourages trust, collaboration, commitment and enthusiasm in order to gain high levels of performance from all staff.
- Encourages and stimulates others to make the best use of their talents to develop further using coaching techniques.
- Acknowledges and records achievements.
- Adapts his/her management style as the situation necessitates.

Managing teams

- Knows the team's strengths and abilities and makes best use of the talents of staff.
- Supports the development of his/her team through regular discussion and team meetings which encourage two way communication and sharing of ideas and expectations.
- Deals effectively and openly with negative issues and conflict and builds a team which has respect and consideration for each others role.
- Coaches and motivates the team to strive towards contributing to the achievement of the strategic plan.
- Fully involves team in forthcoming issues so that individuals and team goals can be anticipated and planned together.
- Ensures that his/her team works in collaboration with other teams across the charity.
- Creates a learning and supportive environment.

Communication



- Communicates in a variety of ways with people at all levels and adopts a communication method appropriate for the listener or audience.
- Actively listens, asks questions, clarifies points and establishes a mutual understanding.
- Presents information clearly, concisely and confidently to individuals and groups.
- Communicates complex ideas, problems and difficult messages in ways that promote understanding.
- Uses excellent communication skills to negotiate, influence and persuade others.
- Is aware of non verbal communication in self and others.
- Makes full use of IT to communicate effectively and uses social media responsibly, in line with the charity's policies and procedures.

Customer awareness (internal and external service users)

- Understands the environment in which the charity operates and the impact on its customers.
- Understands the diverse needs of customers that use our services and proactively strives to provide a service that is flexible and responsive to their changing needs.
- Uses feedback mechanisms to evaluate and review services to consistently deliver a high quality service.
- Strives to produce real improvements in the way services are delivered to customers.
- Creates and maintains meaningful relationships and understands collaborative and partnership working.
- Deals with the concerns of customers in an appropriate manner, in line with Charity's policies and procedures.
- Is mindful of professional boundaries when interacting with customers.

Problem solving

- Identifies and acknowledges problems and critical issues in a timely manner.
- Analyses relevant data and information and tests assumptions in order to deliver the best solutions whilst keeping a clear focus on key issues and goals.
- Anticipates and reviews problems in order to ensure contingency plans are in place.
- Collaborates with others in order to draw on their expertise to achieve best possible outcomes.
- Makes decisions that minimise organisational financial loss, loss of reputation or legal challenges.

Planning and resource management

- Effectively manages self.
- Being proactive in seeking out new initiatives which deliver desired outcomes.
- Demonstrates sound knowledge of financial management and business planning.
- Obtains and allocates resources sufficient to meet objectives and manages resources and skills well.
- Produces effective plans that have clear priorities, realistic milestones, sound review mechanisms and takes into account all available information.
- Checks progress of activities against plans, spotting trends and issues, responding with appropriate solutions.
- Effectively records and reports progress against plans.



Appendix 2 - YourFamily Programme

YourFamily is an exciting new initiative that has been borne from several months of deep listening, research and community co-design. Acknowledging that 'it takes a village to raise a child' YourFamily promotes relationships, with and between families, the community and formal service provision in Southend. YourFamily is an asset based initiative, where families are seen in the complexity of their experience, including the challenges they face and the strengths that they hold. YourFamily will build on these experiences and strengths to create a network of peers and professionals who 'walk' with families from pregnancy until their child is 4 years old. We anticipate that by strengthening both parental and wider family self-efficacy alongside community efficacy, we will reduce the number of families reaching crisis point whilst supporting them to thrive.

It is important to note that YourFamily is not a service providing direct support. It exists to provide a network for families in Southend to meet, learn from each other, support each other and access expert support when needed. The YourFamily team holds this space safely and will work to catalyse and enable these connections through listening, signposting, connecting, holding events and providing information when needed.

The YourFamily team will consist of the YourFamily Team Manager, YourFamily Workers, Assistants and Volunteers. Together this team will:

- Create opportunities for safe, supportive, collaborative and trusting relationships with parents and families within ABSS wards
- Provide access to resources that will enable families to learn about issues relevant to their parenting journey, whether from other parents in similar positions, local providers who can offer services that might be of help, or from the research evidence.
- Work with families as they navigate their way through the services available to them and ensuring families are able to access the expert help they may need.
- Ensure families are connected within their community and confident to ask for what they need.
- Work with the wider YourFamily team to facilitate peer-led activities that will create opportunities for families to connect, learn and grow from each other.

The YourFamily team are dedicated to working using a family centred approach that is inclusive, safe and welcoming to all families. We recognise the contributions and value that all family members bring and so will create dedicated spaces for male family members and celebrate the rich cultural diversity of the Southend community. We are committed to safeguarding and promoting the welfare of children. Central to our ethos is working with all in the community and in partnership with statutory and voluntary services to ensure that families are listened to and are able to receive what they need at the right time.



YourFamily's values and principles

Our values are:

- 'Walking alongside, listening and reducing barriers, never 'doing to''
- Strengths based, building from assets not issues
- 'No one is fixed, and no one is broken' mentality
- Reciprocity
- Working at the pace of trust

Our principles are:

- YourFamily is owned, shaped by, and works with the community
- YourFamily has trusting relationships at its heart
- YourFamily's door is always open to anyone who'd like to walk through
- YourFamily hears children's voices as loudly as those of parents and carers
- YourFamily never works alone

We are looking to build a team that looks different to the usual family support teams. The YourFamily team will be recruited on values and qualities and how much they align to YourFamily's values and principles, not only on their professional experience. The qualities we are seeking include:

A team who:

- Can play and build positive relationships with children, hearing and respecting their voices.
 - Are reliable and can be trusted by families to 'walk alongside' them, as 'informed friends', not imposing their own agenda.
 - Have genuine empathy and capabilities to actively listen; able to offer options, as opposed to presenting absolutes, who families feel relaxed with
 - Are able to advocate for and with families, share evidence and information in an accessible way and ensure families get the right help at the right time.
 - Are mindful of their biases and able to adapt their practice accordingly.
 - Can create safe spaces and manage community dynamics, ensuring that family members feel listened to and welcomed.
 - Are digitally aware and able.
 - Can engage in supervision and professional development, reflecting, developing and adapting alongside colleagues, whilst always keeping families at the heart of change.
 - Are passionate, driven and engaged.
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