

Scheme Manager of Home-Start Helensburgh (HSH)



Job Summary and Purpose Current as of March 2022

This is an exciting development to help establish family support for families in the Helensburgh area. Funded by the Royal Navy and Royal Marine Charity and the Communities Mental Health and Well Being Fund, the aim is to establish a Home-Start service for all families of young children living in the Helensburgh area. The family support the Scheme Manager develop will reduce social isolation, improve mental health and promote positive attachments of parents with their children. Our aim is to establish a universal Family Support service for the Helensburgh communities.

This is a new post and will, in the first instance, be part of the Home-Start Lorn service, but the Scheme Manager's aim will be to establish a separate service operating within a unified Argyll framework. Employment will initially be within the Home-Start Lorn service.

We envisage two parts to the job. In the first period (up to 6 months) the Scheme Manager duties will be primarily developmental:

1. to scope the need for the service from families and service providers in the locality.
2. to build a network of volunteers to offer family support.
3. to identify the gaps in family support (particularly group-based activities) and develop service options to fill these gaps.
4. to build effective working relationships with referring agencies.
5. to help establish the steering group - established to oversee the service and help it establish itself as a Board of Trustees.
6. to contribute to the funding initiatives established to consolidate the service and build on the legacy initiative of the Royal Navy at Faslane.

In this first period the Scheme Manager will report to the Chair of the Board of Trustees for Home-Start Lorn and be part of the Home-Start Lorn team. They will work alongside the manager of Home-Start Lorn and ensure that the practices, processes and procedures of Home-Start Lorn and the national Home-Start framework are established. Our intention, however, is that the Scheme Manager will establish a stand-alone organisation with its own operating procedures, working in partnership with Home-Start Lorn, but with a separate identity.

Once the framework for the service has been developed, the Scheme Manager will be responsible for the day to day running of the service which will have four components:

1. Continuing to develop and expand the service and ensure that it has a robust financial, governance and operating framework that meets the support needs of young families living in the Helensburgh area.
2. Identifying young families living in the Helensburgh area and recruiting and supporting local volunteers who can offer them relationship and home-based family support. In the first twelve months, we expect the Scheme Manager to support 20 families, a percentage of whom will be from the Faslane community.
3. Developing or embedding the service within a range of group-based activities that will both connect families with one another or provide more specialist support.
4. Continuing to establish the service in partnership with other statutory and voluntary sector providers.

The Scheme Manager will report to the new Board of Trustees and ensure effective working relationships with them so as to develop and deliver strategic objectives; ensuring the effective day to day management of a high-quality family-centred service; develop a robust financial framework to ensure the continued establishment of the service; recruit, lead, develop and support staff and volunteers; working in partnership with other organisations; managing administrative and financial systems; and making use of information to assess the organisation's impact.

Main Responsibilities

1. Leadership and Strategy

- To scope the need for a Home-Start Service in the Helensburgh area from families and service providers in the locality.
- To work in partnership with the Home-Start Lorn team to ensure their operating procedures are fully established in the Helensburgh scheme.
- To work alongside the Home-Start Lorn steering group established to oversee the service and help it establish itself as a separate Board of Trustees responsible for the Helensburgh service.
- To help develop the legacy initiative of the Royal Navy at Faslane.
- To develop a Family Support organisation that reflects the values of Home-Start UK and to ensure that these are consistently applied and modelled.
- To develop a range of family support services and ensure that the mental health, social isolation and attachment needs of families are addressed.
- To ensure effective partnerships are established with the local statutory and voluntary sector organisations so as to develop a seamless family support service.
- To promote Home-Start Helensburgh, its profile, ethos and practice through effective communication.
- To develop effective partnerships with funders and initiate the fundraising required to support the organisation's current and future budget.
- Contributing to the development of Home-Start locally, in Scotland, and in the UK in accordance with the Home-Start Articles of Association, Quality Standards and Method of Practice.

2. Support for Families

- To develop in conjunction with Health, Education and Social Work and the Royal Navy, a framework of volunteer-based family support, group-based support and specialist family support.
- Maintain an overview of all work with families in the scheme.
- To obtain and record on Charity Log (the charity database) family details and establish an assessment, matching and monitoring procedure with the appropriate parts of the service.
- To manage a caseload of supported families and volunteers and model good practice in family support.
- To make regular contact with all families and volunteers and deal promptly and efficiently with issues and concerns of volunteers and families.
- To undertake the strategic lead and designated responsibilities to safeguard and promote children's welfare.
- To support the work of staff and volunteers by maintaining an overview of systems, quality and impact
- To recruit and support staff to develop both individual family and group work approaches.
- To support staff to utilise community assets, including social media to ensure families benefit and participate in their community.

3. Leading Staff and Volunteers

- Day to day management and support of staff, ensuring wellbeing, support, supervision and opportunities for learning and development.
- Leading a robust and effective strategy to recruit additional volunteers.
- Promoting strong team working and active participation of staff in the development of the organisation.
- Dealing with day to day staffing matters in accordance with the organisation's policies.
- Delivering training to volunteers and families with colleagues and through the Home-Start Preparation Course.

4. Managing the Service and Good Governance

- Ensuring the organisation's policies and procedures are implemented and reviewed, in line with the Home-Start Agreement and Quality Assurance Standards.
- Ensuring effective administration and financial systems are in place.

- Ensuring good financial management, our budget for 2022 is approximately £100,000
- Implementing the organisation's online monitoring processes and to develop robust qualitative measures, so that impact of services can be assessed.
- Analysing and using data for performance management, reporting and review.
- Supporting the Chairperson and Board to ensure good governance of the organisation.

5. Working in Partnership

- Ensuring appropriate liaison and communication with referrers from the Health and Social Care Partnership and building effective connections with Housing Associations and other Voluntary organisations.
- Networking appropriately within the community and maintaining regular contact with partners and stakeholders.
- Contributing to local policy and community development as appropriate.

The post holder will be required to work flexibly, with some evening or weekend work and occasional residential training. Additional time worked will be given as Time Off in Lieu (TOIL). The post holder will be required to have access to a vehicle in order to be able to carry out all aspects of the role. The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.