

Job Description

Post:	Service Manager
Responsible to:	Head of Support Line
Division:	Children and Families
Hours:	17.5 hours per week
Salary:	£42,500 - £48,900 per annum pro rate (£21,250 - £24,250)

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Equity, Diversity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

Role Summary

- To lead on the day-to-day implementation, management, development and growth of our free confidential helpline for children and families in Scotland, their families and carers.
- To shape and develop services in line with agreed objectives, respond to review of needs, gaps, and trends ensuring involvement of the individuals who use our service, and to oversee support services to those individuals in line with service delivery requirements.
- The role requires an element of practitioner hours and continuous professional development and therefore a minimum of 6 hours per week of telephone advice will be required on an ongoing basis.
- To participate in a range of external networks for the benefit of and with the participation of children, young people and families, and to negotiate effectively with external funding partners to secure funding for service consolidation and development.
- Living our values, you will manage the helpline with integrity, while involving, inspiring and empowering your team, so together we can create better outcomes for families in Scotland.

Key Results Areas

Call Room

- Real time management of call queues
- Ensure both inbound and outbound call activity follows a blended approach with appropriate resource maximisation
- Ensure effective rotas are in place to cover any eventuality within workload fluctuations
- Efficiently allocate workloads
- Monitor call levels and call trends providing feedback on customer insights
- Complaint and objection handling
- A point of escalation for complaints and complex issues
- Build strong networks with any outsource support as required

Relationships with Children, Young People and Families

- Work to ensure the safety of Children and young people by protecting and promoting their rights
- To create effective plans for children and young people based on clear outcomes, ensuring a high degree of responsiveness to stakeholders and individuals who use our service.

- To develop a Service that enhances the safety and wellbeing of Children with a focus on key topics impacting on children for example online harm
- To ensure effective service delivery with a specific focus on outcomes for children/young people engaged with the service.
- To contribute to the impact and influence of Children First or the benefit of and with the participation of children, young people and families.

Operational Requirements

- To develop, implement and review on a regular basis, a quality improvement system that seeks to develop the support available to families and builds on our ability to meet children and families needs through our support line.
- To develop, implement and review a system of reporting on service performance, achievement, outputs and outcomes to meet organisational and external requirements.
- To determine the strategic direction of the Service in response to internal and external drivers in Scotland, and to develop opportunities which are in line with the remit of the service.
- To manage a complex budget and ensure expenditure is in line with service plan.
- To maintain and develop income streams for the service, through statutory or other sources, working in partnership with the Fundraising department as appropriate.
- To contribute to research and practice and policy development to inform social policy initiatives relating to Children First strategic aims.
- To take a lead role in promoting the use of Information Technology and ensure compliance with Children First recording systems and standards
- Ensure quality assurance is visible and service work is appropriately monitored and there is compliance with Children First internal standards, relevant legislation/external standards, and registration requirements.
- To maintain responsibility for Health and Safety and to comply with Children First Health and Safety Policy and Procedures.

Relationships with others

- To contribute to the establishment of appropriate networks and communication channels and disseminate information on the service as appropriate, taking a lead role in promoting the service and Children First locally, regionally and nationally.

- To contribute to external planning and communication networks through membership of local planning and policy groups (e.g. social work, health and education).
- To actively participate in and contribute to management, locality and organisational service development groups.
- To support staff working in a multi agency partnerships to secure the best outcomes for the individuals we are supporting.
- To take a lead role in Children First influencing strategy, supporting corporate colleagues as appropriate.
- To take a lead role in ensuring staff, volunteers, children and young people, carers and stakeholders are enabled to contribute.
- To lead and manage a large, possibly dispersed, group of multi disciplinary staff undertaking complex work, across Local Authorities and Health Board areas.
- To lead and support staff effectiveness through the process of supervision, appraisal and implementation of professional development plans.
- To take a lead role in helping to promote a culture of continuous learning and development and provide advice, guidance, training and consultation services to colleagues across the charity, and to staff working in partner agencies.

Person Specification

Need to Have	Need to Show (<i>Skills</i>)	Need to Know	Need to Be
- Degree or Diploma in Social Work, or equivalent professional qualification at SCQF level 9. - Recent significant experience in a relevant practice area relating to young people - Managerial/supervisory experience to include direct staff/student/volunteer supervision, recruitment, learning and development, performance management and quality assurance. - Experience of managing complex systems and management information. - Experience of managing complex budgets including securing external funding. - Experience of involving Children, young people and their families in planning/designing and implementing services. - Experience working in mental health, emotional wellbeing or trauma-informed support services is desirable.	- Ability to work strategically within a multi-agency network and development of service in response to external drivers. - Ability to represent Children First and the voluntary sector at a strategic level. - Ability to influence service delivery and quality for children and young people. - Enthusiastic approach to the use of IT and willingness to undertake the training in order to ensure the competency level essential for the role. - Ability to shape and influence external influences, with proven ability to adapt services and diversify appropriately. - Budget management and financial skills. - Ability to lead and manage change.	- An in-depth knowledge and understanding of best practice and regulatory requirements in the field of childcare and young people's services. - Knowledge of funding streams/arrangements to support children and young people. - Knowledge of Safeguarding Children and Young People and Protection of Vulnerable Adults - Understanding of outcome focused service planning and evaluation. - Developments in professional practice.	- Flexible in approach to work - Committed to and understand the principles of working with volunteers. - Able and willing to travel as required to services and offices across the region. - Committed to Children First approach and the relational nature of our work. - Confident and able to form effective and credible relationships with all levels of staff - Aware of personal responsibility in relation to corporate responsibilities.