



# Family Support Manager

Department:	Care
Job title:	Family Support Manager
Reports to:	Head of Care
Based at:	Care Team Office
Salary:	£29,000

## Job Summary

The key purpose of this role is to deliver high-quality family support service within the region, including delivery of emotional, social and practical support, to children & young people with a life threatening or terminal illness and their families.

The post holder will manage the Family Support Team and hold a small case load; and will be a member of the Rainbow Trust Care Managers group, contributing to service development across the organisation.

The Family Support Manager will act as the Registered Manager for the Care Quality Commission for the Rainbow Trust Care team that they manage, and will live the Rainbow Trust Values and effectively communicate with service users, colleagues and healthcare professionals.

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.



## Areas of Responsibility

### (Specific to role)

- Develop, monitor and deliver service outcomes for the Family Support team in line with Rainbow Trust's business plan
- Recruit, support and manage the family support team (including volunteers, interns and ambassadors)
- Develop and maintain successful professional partnerships to ensure the service is accessible to relevant families and support the delivery of agreed outcomes
- Provide management and leadership to the team in relation to all safeguarding issues
- Work with a range of professionals in health and social care in both statutory and voluntary sectors to raise awareness of Rainbow Trust and our services
- Participate in the RTCC on-call telephone rota offering a 24 hour service to families in crisis
- Monitor and manage agreed team budget
- Develop and maintain local relationships to support fundraising activity for Rainbow's service delivery.

## General Responsibilities

### Leadership and Strategy

- Operate in compliance with relevant legislation, best practice and corporate policy
- Prepare annual budget and three year business plan for own area of responsibility
- Demonstrate Rainbow Trust's values and model the defined leadership qualities
- Commit to Performance Management Process and develop stretching objectives to meet business plan, taking responsibility for own professional development

### Operational and Project Planning

- Develop a regional business plan for the team, to meet agreed service outcomes and align to the Rainbow Trust business plan
- To act as CQC Registered Manager for the team and to ensure compliance with the CQC's essential standards.
- Develop own individual work programme in consultation with line manager to weekly, monthly and quarterly time frames
- Ensure that all appropriate checks, training and risk assessments are carried out to adhere to current Health & Safety regulations
- Develop own individual work programme in consultation with line manager to weekly, monthly and quarterly time frames, organising own time and using initiative

### Working with Customers and Service Delivery

- Maintain effective relationships with stakeholders including families, referrers, partners and statutory, private and other voluntary agencies
- Promote and develop best practice within Rainbow Trust and with service delivery partners
- Deal promptly and appropriately with all complaints received adhering to Rainbow Trust's complaints policy.

## Developing, Maintaining Systems and Procedures

- Ensure whole team participation to collect and monitor data in support of service delivery and outcomes evaluation activities
- Ensure all monitoring and evaluation data relevant to family support service delivery is stored accurately and promptly in the Care database
- Ensure GDPR compliance
- Report monthly against plan and targets and identify variance
- Ensure compliance with data protection guidelines and Rainbow Trust Policy
- Comply with the telematics policy to ensure safe driving

## People Management and Development

- Recruit and retain a high performing staff team to ensure best possible standards of service delivery to meet agreed outcomes
- Recruit and retain high calibre volunteers to support service delivery, including effective supervision, including providing relevant development opportunities
- Provide regular line management supervision to support individual team members within their role
- Within PMP, identify and support individual performance issues
- Coordinate and lead regular team meetings

## Team Working and Collaboration

- Lead the implementation of business improvement and people development initiatives including Buddying, PI and SBI processes
- Collaborate with colleagues across the department and organisation
- Proactively participate in team meetings and away days, including the annual staff conference

## Special Conditions

- While the role is based at the team office, the post holder will be expected to work flexibly in other venues and attend meetings elsewhere as required
- Flexible working to meet service user requirements may be required
- Full driver's licence required for a manual car
- Some UK travel may be required from time to time
- All staff have a responsibility to maintain an up to date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training, at a level commensurate with your role
- All staff must adhere to, Rainbow Trust's safeguarding policies and procedures
- The list of responsibilities outlined above is not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.

# PERSON SPECIFICATION

## Family Support Manager



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

### ESSENTIAL

### DESIRABLE

#### Experience

(Previous roles,  
types of organisations)

- Professional experience of working with children and families
- Working regularly within a community environment
- Providing services in a health, social care, youth or education setting
- Demonstrable success developing and sustaining partnership working
- Leadership of safeguarding children and vulnerable adults
- Recruitment and line management responsibility

- Volunteer management
- Working in a role which requires understanding of grief, loss and bereavement issues
- Working within a children's charity/SME
- Ownership of strategic planning

#### Special Competencies

(Specific job-related skills knowledge  
understanding)

- Excellent communicator – both verbal and written
- Networking skills
- Strong MS Office knowledge
- Commitment to working in partnership with children, young people and families

- Understanding the impact on family dynamics of having a child/young person with a life threatening or terminal illness

#### Disposition

(Influence over others, dependability,  
self-reliance)

- Poised and convincing communicator – quickly connecting with others
- Working cooperatively with and through people to complete tasks
- Working at a fast pace handling details whilst maintaining accuracy
- Warm and friendly team member
- Enthusiastic and persuasive motivator
- Strong sense of drive, controlling tasks from conception to completion

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### ESSENTIAL

### DESIRABLE

<b>Thinking Style</b> (Practical, conceptual, innovative, traditional, change orientated)	<ul style="list-style-type: none"> <li>• Collaborative and inclusive</li> <li>• Decision making within authorised boundaries and with manager assistance</li> <li>• People oriented</li> <li>• Careful</li> </ul>	
<b>Attainments</b> ( Academic & prof qualifications & training )	<ul style="list-style-type: none"> <li>• Educated to at least A level/or equivalent</li> <li>• Recognised education, health or social care qualification (or equivalent experience)</li> <li>• Recognised management qualification (NVQ4 or equivalent experience)</li> </ul>	
<b>Motivation</b> (Ambition, money, security)	<ul style="list-style-type: none"> <li>• Bringing out the best in others</li> <li>• Completing tasks quickly and correctly</li> <li>• Every day is different</li> </ul>	
<b>Circumstances</b> (Mobility, special demands of job, unsocial hours)	<ul style="list-style-type: none"> <li>• Full current driver's license</li> <li>• Commitment to own continuing professional development</li> <li>• Flexible hours to accommodate the needs of the families supported and the needs of the team</li> <li>• Ability to recognise personal and professional stress and to access appropriate support</li> </ul>	