



# DEPUTY FAMILY SUPPORT MANAGER

<b>Department:</b>	Care
<b>Job title:</b>	Deputy Family Support Manager
<b>Reports to:</b>	Family Support Manager
<b>Based at:</b>	Care Team Office
<b>Salary:</b>	£23,000

## Job Summary

This role will support the Family Support Manager (FSM) to lead and manage a Family Support team alongside the delivery of a high quality family support service.

The post holder may also have a limited caseload of families needing support.

The post holder will support the FSM with service developments across the organisation and will deputise for them in their absence. This will include attending and contributing in care managers meetings.

The post holder will support the FSM in their role as Registered Manager for the Care Quality Commission for the team.

The post holder will live the Rainbow Trust Children's Charity (RTCC) 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)

- Support the FSM with the monitoring and delivery of service outcomes for the team in line with Rainbow Trust's business plan and the local operational plan
- Develop and maintain successful professional partnerships to ensure the service is accessible to relevant families and support the delivery of agreed outcomes
- Provide assessed, needs-led emotional, social and practical support to families in conjunction with existing Family Support Workers caseloads
- Promote the individual family's wellbeing according to agreed outcomes, reviewed at regular intervals
- Work with the FSM to support high quality safeguarding practice
- Proactively participate in line management supervision, non-managerial supervision and all appropriate training
- Professionally represent the team and the charity internally and externally
- Support the FSM to develop a local operational plan for the team, to meet agreed service outcomes aligned to the Rainbow Trust business plan
- Ensure all monitoring and evaluation data relevant to the team's service delivery is stored accurately and promptly in the care database
- Collect relevant data from families to support outcomes monitoring and support the team to maintain the outcomes process
- Support colleagues in other functions within Rainbow Trust to deliver business objectives e.g. writing case studies and updates of family stories, attending fundraising events and other relevant information as required
- Ensure that all duties are carried out within Rainbow Trust policies and procedures

# General Responsibilities



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

## Leadership and Strategy

- Provide expert guidance and direction for staff, volunteers and interns
- Act as a professional representative of the charity to a variety of external and internal audiences and in different contexts
- Proactively participate in line management supervision, non-managerial supervision and all appropriate training
- Support the FSM with team audit and quality assurance compliance
- Commit to Performance Management Process and develop stretching objectives to meet business plan
- Take responsibility for own professional development
- Demonstrate Rainbow Trust's values and model the defined leadership qualities

## Operational and Project Planning

- Ensure processes are documented and effectively governed, taking a continuous improvement approach to activity
- Ensure that all appropriate checks, training and risk assessments are carried out to adhere to current Health & Safety regulations
- Take individual responsibility for agreed objectives and targets
- Work with FSM to lead the team and function, planning events and activities
- Adopt the RTCC project management and evaluation approach to all new projects, as agreed by the FSM
- Organise own time, manage resources effectively and use initiative
- Operate in compliance with best practice and corporate policy

## Working with Customers and Service Delivery

- Maintain effective relationships with stakeholders including families, referrers, partners and statutory, private and other voluntary agencies
- Work within Rainbow Trust Children's Charity safeguarding policy
- Encourage and support relevant families to assist in fundraising activities
- Ensure requests for information and action from service users and other stakeholders are responded to promptly
- Attend relevant professional meetings and maintain effective relationships with referrers and other health professionals
- Relay information and supporter contact to the appropriate internal contacts
- Report any complaints received to the team from families, professionals, supporters, suppliers or any other external or internal contacts
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## Developing, Maintaining Systems and Procedures

- Ensure that data relevant to areas of responsibility and activity is adequately and safely recorded and stored
- Support the FSM to ensure compliance with CQC guidelines
- Ensure GDPR compliance
- Operate in compliance with relevant legislation, best practice and corporate policy
- Ensure whole team participation to collect and monitor data in support of service delivery and outcomes evaluation activities
- Report monthly against plan and targets and identify variance
- Maintain accurate records of service delivered and service outcomes according to Rainbow Trust Children's Charity policies
- Effectively use care database and suite of MSOffice products to keep team records current, complete and accurate
- Complete regular data cleaning exercises
- Comply with the telematics policy to ensure safe driving

## People Management and Development

- To be responsible for the recruitment and retention of high caliber volunteers to support service delivery, including effective supervision, including providing relevant development opportunities
- Coordinate, lead and record regular team meetings as required

## Team Working and Collaboration

- Lead and champion the implementation of business improvement and people development initiatives including Buddying, PI and SBI processes
- Collaborate effectively with colleagues in all teams to deliver on priorities and objectives to ensure delivery of a high-quality service
- Act as a source of knowledge and expertise to colleagues
- Proactively participate in team meetings and away days as well as staff conference
- Contribute to team building initiatives and activities
- Work in partnership with local external agencies as agreed within RTCC terms of reference partnership agreements

## 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, including families' homes, hospitals and other community-based locations
- Some UK travel may be required from time to time
- 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
- This role will involve driving significant distances as well as the possibility of evening and weekend work on occasions
- Full driver's license required
- This is a physical role, involving lifting, bending and carrying
- This is not a complete list of the duties and responsibilities of the post, which may change dependent on the needs of the service, following discussion with the post holder.

# PERSON SPECIFICATION

## Deputy Family Support Manager

### 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

- 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
- Recruitment and line management responsibility

#### 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

# PERSON SPECIFICATION

## Deputy Family Support Manager

### ESSENTIAL

### DESIRABLE

#### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Collaborative and inclusive
- Decision making within authorised boundaries and with manager assistance
- People oriented
- Careful

#### Attainments

(Academic & prof qualifications & training)

- Educated to at least A level/or equivalent
- Recognised education, health or social care qualification
- Recognised management qualification (NVQ4 or equivalent experience)
- Qualification in education, health or social care

#### Motivation

(Ambition, money, security)

- Bringing out the best in others
- Completing tasks quickly and correctly
- Every day is different

#### Circumstances

(Mobility, special demands of job, unsocial hours)

- Full current driver's licence
- Commitment to own continuing professional development
- Flexible hours, to accommodate team and family need
- Ability to recognise personal and professional stress and to access appropriate support