



Role Job Description

Introducing Chance UK

Chance UK is an award-winning early intervention children's charity founded in 1995. Our vision is for every child in the UK to feel happy about themselves, realise their potential, and be confident in their ability to build a brighter future.

The Charity provides a range of solutions focused support for children aged 5-13 and their parents and carers. We pride ourselves on developing evidence-based services, which put children at the heart of our work, and our services are designed to build social and emotional skills and resilience.

We are at the start of an ambitious 5-year strategy, which aims to help more children and families, expand the range of services we provide as well as challenging inequalities we see in the system and amplifying the voices of children and families we support.

Please note that Chance UK is committed to safeguarding and promoting the welfare of children and young people and therefore our recruitment process for this post will include an enhanced DBS check.

Post: Family Support Manager

Reporting to: Service Lead

Direct reports: Family Support Worker

Salary: £30,000

Hours: 37.5

About the Role

Parents play a critically important role in the lives of their children – and parenting can have an impact on short and longer term outcomes for children. However being a main carer for a child can be challenging and is influenced by mental health and well-being, stress, self-efficacy, and broader social factors such as isolation or financial hardship.

Chance UK supports parents and carers of children accessing our services to develop their parenting skills and confidence, reducing stress and isolation and improving confidence.

1 in 10 children in the UK have serious emotional and behavioural difficulties, which place them at further risk of negative outcomes later in life. Chance UK's mission is to help support them to reduce these difficulties, find and acknowledge their strengths and talents, and to help them flourish. We do this via a structured 1:1 weekly mentoring programme, and weekly community groups which support children to develop the social and emotional skills they need to flourish.

Chance UK Family Support Managers play a vital role in engaging parents in the services their children are receiving in order to get the best outcomes and lasting long-term change for the children.

About you

The successful candidate will have significant experience of direct support and supervision within a range of social care and family settings. We are looking for a dynamic individual who can take this programme from strength to strength.

You'll enable us to deepen our engagement and broaden our reach maximising the opportunities for families we work with.

Through all of our parent work strands, you will work with the parent/carers of the children being mentored by Chance UK to identify and build on their strengths and deal positively with challenges that they may face and providing the encouragement and support to enable real and lasting positive change for the family.

Role Competencies

1. Lead groups, activities and 1:1 support which is responsive to the changing need of children and families and in line with the organisation's strategic objectives and values. Ensuring delivery is of quality and on time.
2. Committed to professionalism, professional curiosity and a reflective culture, achieve good outcomes for Parents and Careers through setting high quality standards, bringing appropriate insights from the broader sector into the organisation.
3. Sustaining a culture of continuous improvement, championing outstanding practice and creating opportunities to identify, address and root out challenges in order to resolve these. Being accountable for high standards of service and behaviours in line with organisations Values. Creating opportunities for parents voice and parent influence throughout Chance UK.
4. Ensure that all Practice protects children and vulnerable adults adhering to Safeguarding policies and procedures, creating a parent positive experience and sign posting families regularly.

Duties and responsibilities

- Forge close partnerships between home and school and encourage the development of positive respectful relationships between all parties involved in the home-school interface
- Signpost to other agencies, and support parental engagement with a range of services

- Supporting parents and carers to overcome barriers to a child's learning and to reduce behaviour that might otherwise lead to exclusion
- Maintain accurate and concise case records, including referral processes and ensuring the requirements of data protection are met
- Produce evaluation information and complete reports for external funders
- Work in a flexible way including evenings and weekends ensuring that 1:1, group and event support is accessible to all parents.
- Work on the 0800 out of hours line as part of a rota
- Develop a rapport with schools and families
- Deal with difficult situations and/or individuals in a calm, fair but effective manner
- Deal with sensitive and personal issues in complete confidence displaying empathy and compassion
- Contributing to the development and implementation of monitoring, review and evaluation processes to enhance programme quality and impact.
- Ensuring that all programme work is clearly within safeguarding guidelines and referring all safeguarding issues that arise promptly and sensitively.
- Hold a large caseload of families supporting them in line with contractual agreements and delivering in line with Family Support teams KPI
- To plan for and to delivery well attended Parent Information Clinics, events and Family activity days
- To deliver parent workshops with key stakeholders.
- 1:1 engagement work including signposting to other services, obtaining specific grants if required, troubleshooting any emerging issues occurring on mentoring sessions and working positively with other support services.
- Deliver 'A Space To Breathe' a new 10 week practical, interactive parenting course based on social learning theory, trauma-informed and solution-focused practice designed to build parental skills and confidence.
- Family Group Activities offering parent/carers a chance to test new behavioural strategies and have fun as a family in a supported environment.
- Plan, lead and deliver Information Clinics, which bring in experts to work on shared parent/carer-led issues (e.g. accessing correct benefits, supporting the child's Special Educational Needs).
- Create, develop and lead Chance Around The Family Meetings

Person Specification

Person specification and selection criteria A= Application form, I = Interview, T= Task	Essential Or Desirable	Method of Assessment
Experience		
Experience working directly with parent/carers and their children in social work, education, voluntary sector or related area.	Essential	A,I,T
Understanding of the current context and challenges facing vulnerable children and families.	Essential	I,T
Experience of leading a team in a similar setting, including conducting managerial supervision and experience of dealing with difficult issues.	Essential	
Demonstrated ability to manage multiple tasks effectively.	Essential	I,T
Willingness to work flexibly, including planned in advance weekends and evenings.	Essential	I
Understanding and prioritising of safeguarding good practice and responsibilities.	Essential	A,I,T
Experience of running specific group parenting courses, Programmes or workshops.	Essential	A,I,T
Commitment to working in a number of different settings, schools, community centers, offices and online delivery	Essential	I
Willingness to work within the Hybrid approach with in person and online sessions for parents and in person sessions for schools.	Essential	I
Experience of positively working with children or families that can be hard to engage.	Essential	I
Committed to diversity and implementing equal opportunities and anti-discriminatory practice.	Essential	I
Discretion in dealing with sensitive and confidential information.	Essential	I
Able to build positive relationships with and maintain professional boundaries	Essential	A,I
Is solution focused and pre-empts problems by seeking guidance or taking action.	Essential	A,I
Pursues tasks/goals with energy, drive and a need for completion.	Essential	I
A self-motivated individual with the ability to work effectively under pressure and with minimal supervision.	Essential	I,T
Educational / Vocational qualifications		
A recognised degree or professional qualification in social work, child development, psychology, education or related fields or significant professional experience within those fields.	Essential	A
GCSE or equivalent numeracy and literacy	Essential	A
Skills		
Excellent written and verbal communication skills.	Essential	A
Excellent inter-personal skills.	Essential	I
Excellent organizational skills including the ability to work to tight deadlines.	Essential	A
Excellent IT skills including Word, Excel and PowerPoint.	Essential	A
Demonstrable skills and/or experience of delivering training courses, workshops or seminars.	Essential	A,I,T
Experience using Salesforce or other CRM database or platform.	Desirable	A
A flexible team player who thrives on a diverse work portfolio.	Essential	A

The job description is a general outline of the job duties and responsibilities and may be amended as the project develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

The post holder will be joining the team at a time of significant evolution, so they should expect, and be able to adapt to significant change in responsibilities over the period of the role.