



Role Profile

WHOLE FAMILY SUPPORT MANAGER

Reference No.	A5018	Type	Individual
Service	Children & Families		
Job Family	Service Manager 1	Grade	FC11

Purpose

Reporting to the Service Manager in Children & families, who is responsible for the Family Support Service (FSS) and lead for Whole Family Wellbeing (WFW), this post will:

- Lead and manage the FSS to deliver preventative and targeted support
- Lead and manage the Community Social Work (CSW) Test of Change contributing to the WFW programme of work
- Lead responsibility for ensuring practice standards across the FSS Team and CSW Team are embedded and aligned to the WFW whole family support principles in line with the Promise
- Responsible for quality assurance and data reporting contributing to key leadership groups and Committees
- Responsible for the development and delivery of effective whole family support ensuring children, young people and families are part of service design and delivery applying a co-production approach across Fife Council
- Responsible for management and supervision of the Team Managers in the FSS & CSW, supporting the work of the WFW Leadership group and contributing to the wider No Wrong Door developments

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Undertaking direct management, supervision, and leadership of the FSS & CSW Team within the Children & Families Social Work Service to ensure the effective delivery of preventive and targeted whole family support.	Educated to SCQF level 11 which includes a Degree or equivalent professional qualification in Social Work and post graduate qualification Member of Scottish Social Services Council Extensive post qualifying experience in relevant field Experience of managing work in relevant discipline Management training/qualification Ability to provide a regular and effective service Leadership and performance management skills	✓ ✓ ✓ ✓ ✓ ✓	✓
Exercising responsibility for the governance of practice standards within the FSS & CSW Team, maintaining the workload capacity of the team to ensure an early and effective service in line with key policy drivers such as Getting it Right for Every child, WFH and the Promise.	Experience of operating systems of monitoring and evaluation to assess team performance	✓	
Ensuring effective collection and interpretation of necessary performance data and quality assurance measures. Using the results of audit and research functions to inform policy, service development and improvement activity, providing regular data and analytical reports on performance and communicating key findings across the partnership.	Knowledge of relevant national policies and their implications for service development Quality assurance skills and expertise	✓ ✓	
Collaborating with stakeholders both internal and external to the Council to ensure the quality assurance of whole family support and earlier intervention is in line with the key principles of WFW. Promoting a strength and asset-based model through a relationship approach with Children & Young People (C&YP) and families.	Partnership Working skills	✓	

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Working autonomously within policies and procedures. Contributing and leading the review of systems and processes to support practice change across the system, involving key stakeholders including C&YP.	Policy and Practice expertise and skills	✓	
Undertaking Budgetary responsibilities where necessary and making budget plans in liaison with the Social Work Service Manager.	Experience of managing or monitoring budgets		✓
Providing regular data and analytical reports on the performance of the FSS & CSW Teams, communicating key findings across the partnership.	IT skills in relevant software packages including MS Office	✓	
Investigating and resolving complaints from various sources.	Experience of managing complaints	✓	
Acting, where appropriate, as the responsible officer under Health and Safety legislation ensuring risk assessments are carried out and all staff are aware of the policies and procedures.	Knowledge of Health and Safety issues (including risk assessments)	✓	
	Experience of Data Collation and Information Management	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.