



Role Profile

SERVICE MANAGER (FAMILY SUPPORT)

Reference No.	A4024	Type	Individual
Service	Education		
Job Family	Service Manager 2	Grade	FC12

Purpose

To scope, analyse, lead and co design an integrated model of Family Support across the Community Partnership, including the Education and Children's Services and Communities Directorate. The future of Family Support in Fife needs to be holistic –(the whole family), accessible (24/7), family led and outcomes based. To scope effectiveness, spend and provision of current partnership family support and commissioning activity against strategic need.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Leading and reviewing the codesign process to achieve a localised whole family support model in all 7 areas of Fife including, developing and implementing new systems and processes to support a whole community integrated model of service delivery. This will include embedding systems and pathways to support the right services are in the right place and accessible to all members of the community ,

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Proven strategic thinking with experience of translating strategy into deliverable plans

✓

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Responsible for liaising with all community partners and service users groups, leading, implementing designing and scoping that is Fife wide and reports to Children in Fife and the Community Planning Partnership, delivering a qualified project plan that focuses on outcomes and the voice of people who use and access our services..	Educated to SCQF level 9 which includes a Degree or equivalent in Education, Health, Social Work or Community Education Ability to manage complex staffing situations	✓ ✓	
Leading the scoping of existing whole family support and identified gaps, through setting up localised panels and providing a scoping document of current and required local resources, quality and spend - in line with Scottish Governments realigning children’s services. The post holder will project manage and lead a team of enablers to develop and deliver the project plan with recommendations within the year.	Project management skills Customer service skills Ability to develop and maintain effective relationships	✓ ✓ ✓	
Contributing to joint commissioning strategy across the Community Planning Partnership and Directorates to provide whole family support.	Analytical skills to be able to evaluate current performance	✓	
Providing professional leadership and a professional overview of current whole family support and their effectiveness, quality and spend to develop a partnership plan that is scalable, within cost and meets identified and need within the programme of transforming whole family support services. services.	Motivational skills Evidence of supporting staff development	✓ ✓	
Ensuring the delivery of a whole family support model, across the Directorate and Community Planning Partnership, including overseeing a 24/7 operating model that sits within professional standards and within budget.	Experience of managing professional teams	✓	

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Leading and implementing, at a local level, the key components of the 'The Promise and Getting It Right in Fife (GIRIF) Framework'. Delivery of whole family support and evidence based programmes across the Community Planning Partnership in line with best practice, best value and co design/co production.			
Developing a Contact Service model -in line with No Wrong Door -to ensure a greater partnership approach and accessibility 24/7 to support.	Experience of collaborative working	✓	
Leading the co design, implementation and co production of new components of service where gaps are identified across the Community Planning Partnership. Including integrating services more fully to support whole families with issues such as Domestic Abuse, mental health , adult protection and substance misuse	Evidence of driving and delivering change programmes.	✓	
Leading on an engagement and participation strategy underpinned by a co design and co-production approach, being asset building as part of Local Community planning to deliver on whole family learning and support to divert from referrals to social work..	Leadership skills Experience of working in partnership with public, private and third sector	✓ ✓	
Identifying, monitoring and achieving relevant quality standards, representing the Council, Directorate or Service at both internal and external meetings, producing reports and delivering presentations. Implementing a programme of quality self-assessment to fulfil Best Value requirements.	Report writing skills Presentation skills / confident delivery style	✓ ✓	

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Contributing to and representing the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice e.g. COSLA, Improvement Service and Scottish Government, professional bodies.	Experience of actively working in the national arena and sharing best practice with other Councils and organisations	✓	
Working with Elected Members on a regular basis, to respond to queries, support policy development and improve the customer experience or reputation of the Council.	Political acumen Understanding of the issues arising from working with non-executive stakeholders or politicians	✓ ✓	
Managing change with Service Managers, employees and external partners as required minimising disruption to service delivery in areas and minimise risk. Reporting on a regular basis to different strategic/management groups as necessary.	Strategic planning and positively facilitating organisational change	✓	
Contributing to the wider development of the Directorate as a member of the Social Work Management Team and extended Directorate Leadership Team across Community Planning Partnership, and Children's Services.	Experience of contributing to change outside of immediate area of responsibility	✓	
Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Financial management skills IT skills	✓ ✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework including being Lead Officer	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements.	✓	

<p>Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:</p>	<p>Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility</p>	<p>E</p>	<p>D</p>
<p>for the Area Committee, chairing the Area Leadership Team, and leading the Local Community Planning Group in an area.</p>	<p>Ability to analyse problems and determine creative and practical solutions</p>	<p>✓</p>	
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			
<p>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</p>			
<p>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.</p>			
<p>Additional Information – the following information is available:</p>	<p>Expected Behaviours</p>		
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>		