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**Job Description**

**Job Title: Wellbeing Family Service Lead**

**Location: Greater Manchester**

**Responsible To: POPS’ Operations Manager**

**Hours: 37.5 per week**

**Salary: £29,250.00 pa**

**POPS values diversity. We welcome and encourage job applications from people from diverse backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates.**

The Wellbeing Family Service is an integral part of the Greater Manchester Rehabilitation Service (GM IRS) – Wellbeing Programme in Greater Manchester. The family service is a needs-led, person-centred service, to support People on Probation to resolve any family or relationship challenges which may be impacting on their compliance to the conditions of their licence or community sentence.

**PURPOSE OF THE POST**

The purpose of the post is to coordinate the allocation of referrals to POPS’ family service, collate data and produce reports, provide supervision support to POPS’ Family Support Workers to manager caseloads and ensure outcomes are achieved

**MAIN TASKS**

* Engage and maintain positive relationships with project lead provider, Big Life and providers within the Wellbeing partnership, Probation staff and other agencies across GM to ensure the needs of people on probation can be met.
* Promote the Wellbeing Family Service within Wellbeing Hubs, Probation Service and other IRS agencies across Greater Manchester to generate referrals.
* Be the Single Point of Contract (SPOC) for POPS’ Wellbeing Family Service
* Supervise POPS Family Support Worker team (4 staff) monitoring performance, attendance, manage absence and annual leave in line with POPS’ Policies and Procedures
* Monitor incoming referrals and assign to POPS’ Family Support Workers (FSW) ensuring equitable case load per FSW.
* Carryout weekly caseload reviews for each FSW to ensure case notes are up to date and cases are progressing in accordance with action plan and outputs and outcomes are achieved.
* Ensure case led management is consistent and complies with designated Risk and Quality core principles.
* Ensure Safeguarding policy is adhered to and follow POPS’ Safeguarding reporting procedure.
* Ensure compliance with Probation and Integrated Rehabilitation Service processes and procedures are adhered to.
* Collate Data and produce monthly reports to meet submission deadline 5th working day of each month.
* Attend monthly operational and Risk and Quality partnership meetings, and any other meetings as required.
* Carry small overspill case load if required.
* Ensure all POPS’ policies and procedures are adhered too.
* Carry out additional relevant tasks as assigned by line manager.

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**Person Specification**

The following are the minimum essential criteria, which will be used to assess your application form. Please ensure that you cover the criteria in your answers, including all your experience both paid and unpaid.

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| **Criteria** | **Description** | **Value** |
| **QUALIFICATION** | Maths and English GCSE Level C or equivalent  Social Work or equivalent qualification | Essential  Desirable |
| **EXPERIENCE** | Experience of using own initiative with limited supervision.  Experience of planning and developing areas of work.  Experience of supervising a staff team.  Experience of collating data and report writing.  Experience of working with individuals with multiple and complex needs.  Experience of working on a 1-2-1 case management basis.  Experience of maintaining an electronic case management system.  Experience of working within Safeguarding principles and guidelines  Experience of working collaboratively with multi-disciplinary agencies | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Desirable |
| **SKILLS AND ABILITIES** | Ability to build and maintain professional working relationships.  Ability to communicate clearly and effectively both verbally and in writing.  Ability to priorities workload and meet deadlines.  Excellent organizational skills  Excellent administration skills  Understanding of the needs of People on Probation | Essential  Essential  Essential  Essential  Essential  Desirable |
| **WORK RELATED CIRCUMSTANCES** | Able to work flexibly  ICT literate, able to use Microsoft office applications  Demonstrate commitment to POPS’ ethos  Enhanced DBS and Probation vetting required.  Full driving license and access to a car | Essential  Essential  Essential  Essential  Essential |
| **PERSONAL QUALITIES** | Friendly and approachable  Confident communicator  Adaptable and willing to embrace change  Compassionate and understanding | Essential  Essential  Essential  Essential |