

Job Description and Person Specification Family Centre and Family Resilience Manager

Location Redhill	Hours per week 35	Salary scale NJC Scale Point 33 £44,075
----------------------------	-----------------------------	--

ROLE AND PURPOSE	<p>To lead and manage the work of Welcare delivering the Family Centre and Family Resilience sub-contract with the YMCA East Surrey.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • safeguarding lead • maintaining service delivery within budget • staff supervision • partnership working with schools, health visitors and social care <p>To manage the effective delivery of the service in line with the sub-contract specification and represent Welcare externally in a professional manner.</p> <p>To lead and manage the day-to-day operations of the Family Centre provision to support families with children and young people aged 0-19 years (up to 25 years with disabilities and additional needs) that are identified as the most in need of support or have emerging needs.</p>
ACCOUNTABILITY	<p>The post holder is accountable to, and line managed by, the Chief Executive of Welcare, who is responsible to the Trustees of Southwark Diocesan Welcare, for the professional delivery of the service and the performance of agreed duties.</p> <p>Contribute experience, knowledge of local funding and development opportunities and skills to Welcare through attendance at Managers' meetings and other meetings with CEO and Welcare colleagues and/or trustees as appropriate.</p>
TEAM LEADERSHIP	<p>Lead and inspire a team of family support workers focusing on effective working with children and their families and contract delivery. Ensure they receive the training and support to enable them to perform their role effectively.</p>
PARTNERSHIP WORKING	<p>Collaborate with other professionals and agencies such as GPs, health visitors, schools, and local authority services, to provide comprehensive, integrated support for families.</p>
GENERAL DUTIES	<p>Work across Reigate and Banstead area and when required cover capacity in other areas.</p> <p>Work with families with children aged 0–19-years-old (up to 25 years with additional needs) in various appropriate and agreed locations across Reigate and Banstead.</p> <p>Manage implementation of the Families First specification for Family Centres and Family Resilience Support Provision.</p> <p>Management of the pre-allocation list of families who have not yet been allocated to a Family Support Worker</p>

Ensure a minimum staffing of 5 FTE Family Support workers and 0.5 FTE Family Centre Admin.

Ensure that each FSW works with 12 – 15 families at any one time for on average 12 weeks. In terms of Welcare capacity this equates to 60 - 75 families at any one time.

Effectively manage the staff team to ensure Welcare works with minimum 230 families over a 12-month period calculated from 1st April – 31st March.

Monitor the Manager's in-tray, triage referrals, ensure contact with families providing management oversight and comply with all elements of Early Help Module (EHM) Practice standards for Child Records – Family Centres and Family Support Programme guidance.

Use EHM Tableau data and Outcome tools to plan service delivery.

Show evidence of the impact of the support that is provided and record this on Early Help Management System (EHM), Outcome Stars and other systems as appropriate.

Work closely with the CEO and colleagues to ensure the Welcare centre is an effective Best Start in Life Family Hub.

Manage Senior/Family Support Workers and other associated staff within the Family Centre and Family Support provision providing regular line management supervision, annual appraisals and case supervisions.

Lead, manage and deploy Family Centre and Family Support staff ensuring effective Safer Recruitment, performance management, support, professional supervision, and training including SCC mandatory training are in place.

Ensure that all activities demonstrate the values and culture of Welcare.

Complete and submit capacity returns weekly with YMCA East Surrey Manager.

Work with YMCA East Surrey Manager to produce quarterly contract review reports in accordance with reporting requirements and Key Performance Indicators (KPIs) set out in the Family Centres and Family Resilience Service Specification

Attend weekly managers' operational meetings either face to face or on-line at a variety of locations in Reigate and Banstead.

Attend quarterly review meetings with Surrey Council County commissioners

Organise the scheduling and oversee the running of a range of Emerging Needs group and one-to-one work programmes to support Targeted Work such as:

- Weekly drop-ins
- Parenting Puzzle
- Keeping Your Child in Mind
- Who's in Charge?
- Talking Teens
- Caring Dads

Ensure staff receive relevant safeguarding training as appropriate for their level of responsibility including advanced safeguarding training from Surrey Safeguarding Children Partnership (SSCP).

	<p>Provide Designated Safeguarding Lead support for all work delivered by Welcare staff including escalations, step downs and the pre-allocation list work closely with Welcare's Head of Practice.</p> <p>Support evolving elements of the Service Specification which increases accessibility for all families in Reigate and Banstead including support for families whose first language is not English or who face access barriers due to disadvantage.</p> <p>Support the CEO or designated fundraiser to generate additional income to develop and enhance the service.</p> <p>Implement the principles of Welcare's Equal Opportunities Policy in every aspect of work and to promote principles of equality amongst colleagues, people with lived experience and other members of the community.</p> <p>Comply with all Welcare's policies, procedures and Staff Handbook.</p> <p>Work flexibly as required by the service, including willingness to travel as required to meet the demands of the role and attend scheduled evening meetings and/or training sessions.</p> <p>Provide management cover for staff who are working out of normal office hours and to contact the Chief Executive if the need arises.</p> <p>Contribute to Welcare's regular newsletters, leaflets and marketing materials and ensure that contact with community supporters is maintained.</p> <p>Undertake other tasks relevant to the role in agreement with the CEO and make recommendations on possible service developments.</p>
TERMS and CONDITIONS	<ol style="list-style-type: none"> 1. Competitive salary linked to the NJC scales 2. 32 days annual leave (pro-rata for part-time staff) 3. Pension contribution 4. Employee Assistance Programme 5. Training and continual professional development 6. Individual and group learning opportunities 7. Hours of work: 35 hours per week.
DATE REVISED	July 2026
JD REFERENCE	Family Centre and Family Resilience Manager

Please see person specification below

PERSON SPECIFICATION

Job Title: Family Centre and Family Resilience Manager

Grade: NJC scale point 33

Location: Welcare East Surrey Office – Redhill

ATTAINMENTS AND EXPERIENCE

- Degree or education to at least level 5 or equivalent
- Qualification in early education, social work health and/or social care **and** equivalent experience of managing a service in a related field.
- A record of attendance and achievement in ongoing professional development and other relevant training courses.
- Safeguarding, health, education social work or social care.
- Partnership/multi-agency working
- Experience of all aspects of effective team management and leadership
- Delivering a commissioned service

SKILLS

- Thorough knowledge and experience in child protection, safeguarding, and providing family support.
- Ability to lead, manage change, and motivate staff.
- Proven ability to work effectively with key stakeholders and external agencies.
- Strong communication skills to work effectively with children, young people, families, and professionals.
- Thorough knowledge of children and family services including relevant legislation, policies and procedures relating to working with children and families
- Strong focus on the needs of children and families and the ability to listen to and understand these needs to ensure excellent services are provided.
- Ability to understand and monitor budgets in accordance with financial procedures.
- Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels.
- Proven IT skills and able to use technology to be effective in the role.
- Ability to prioritise and plan and make best use of personal resources in achieving performance objectives
- Ability to manage a range of projects through to completion
- Able to lead team working, and use supervision to improve personal performance and practice of staff team
- Ability to understand and interpret a range of data sets
- Ability to produce clear and concise reports and effectively use data to evidence impact of services

WORK ATTITUDES

- Self-motivated and confident
- Good communicator
- Aware of boundaries, limitations and accountability
- Able to work on own initiative and as part of a team
- Commitment to working in partnership with children and families to build resilience and independence
- Personal Resilience

- Passion, compassion, understanding, and an open-minded approach to supporting families with complex needs.
- Flexible approach to working which prioritises the needs of children and families
- Empathy with Welcare's Christian value base

CIRCUMSTANCES

- Willingness to travel around the borough to meet the demands of the role
- Satisfactory enhanced DBS clearance is required.
- Full clean driving licence.