Family Services Senior Manager

Job Description

**JOB TITLE:**
Family Services Senior Manager

**EMPLOYMENT BASIS:**
Full-Time

**DIVISION:**
Family Services

**REPORTS TO:**
The Director

**DEADLINE:**
21st March 2022

**KEY BENEFITS**
- The opportunity to make a difference in the lives of children and families facing challenging situations
- Be able to effect positive change on both service and policy level aimed at enhancing the quality of life of the service beneficiaries, namely, women and children survivors of Violence Against Women, Young Persons Leaving Care and members of the Marsa and Ħamrun communities.
- The opportunity to engage in projects and initiatives which enhance the quality of life of our service beneficiaries.
- A healthy work-life balance
- Being respected and valued as a professional
- Using a multi-disciplinary approach
- Strong support from line manager and peers
- A positive and nurturing working environment

**ROLE PROFILE**
The Family Services Senior Manager is responsible to manage and develop the delivery of evidence-based services for survivors of Violence Against Women and their children, Community Services as well as Leaving Care Services. The person is responsible to line manage and offer supervision to Managers and social workers working within the services.

The post holder is required to adopt and implement the strategy defined in the Statement of Purpose and strategic plan under the guidance of the Director.

The appointee - an experienced social work manager and a human rights advocate - manages a multi-disciplinary team and gives a voice to our service-users.

**TERMS AND CONDITIONS**
The role is based at Fondazzjoni Sebħ Central Office in Ħamrun with travel required to the different venues where services are offered by the organisation.

The Family Services Senior Manager reports to the Director.
The appointee is required to undergo an induction phase and other relevant training which may be deemed necessary. The post is full-time and subject to twelve months probationary period. The appointee is required to offer a degree of flexibility and to conduct on call duties to support services outside working hours. The Family Services Manager is subject to the rules and regulations of Fondazzjoni Sebħ and the Archdiocese of Malta.

**Key Relationships**

The post holder is responsible for the overall management of il-Milja, Shelter for survivors of Violence Against Women and their children, as well as the aftercare residential and community service, the Ħamrun and Marsa Community Prevention Team and il-Mixtla, an aftercare residential service for Young Persons Leaving Care and Families leaving il-Milja. The appointee may be required to assist the Director in the overall management of the of other current or new services, as the need arises. The appointee is required to establish effective working relationships with staff at all levels across the designated teams. The Family Services Senior Manager is responsible to build effective working relationships with the Children Services Senior Manager and the Central Office Senior Manager.

The Family Services Senior Manager collaborates with colleagues at the Archdiocese of Malta, the Safeguarding Commission, the Board of Administration, the Consultation and Operations Management Board, various state agencies and other NGOs working with children and families.

**Key Responsibilities**

**Service Management**

- Oversees the development and management of services which fall under the remit of Family Services;
- Ensures all the services which fall under this branch are operating with Fondazzjoni Sebħ are delivered to the highest standard and in line with strategic objectives;
- Maintains quality, standards and outcomes of caseloads;
- Focuses on prevention by ensuring that all services promote dignity, safe and healthy relationships within the family as well as active participation within the community;
- Ensures that work is undertaken in partnership with parents, children, other service users and key stakeholders;
- Ensures that services provided to children are in line with national standards;
- Ensures that the services provided to the children promote the development of children and supports their access to learning;
- Ensures that the services implement policies relating to the safety and protection of children in accordance to Safeguarding procedures and those outlined by the Child Protection and Alternative Care Act;
- Promotes evidence-based practice across all services;
• Ensures safeguarding practices within our services conform to the Archdiocese of Malta’s principles, core standards and national guidance;
• Ensures that all services are governed by clear operating policies and procedures;
• Ensures staff are aware of policies and procedures, and duties and that these are complied with;
• Monitors performance against targets and deliverables for all services including performance of managers;
• Reports performance trends and issues to the Director;
• Prepares, implements and monitors the teams’ plan against objectives/outcomes on an annual basis;
• Effectively deals with performance issues among staff and volunteers engaged in services;
• Delivers services in line with equal opportunities practices and give due and professional attention to issues of diversity;
• Manages and oversees the development of any new services and projects under the Senior Manager’s remit.

Developing and Maintaining partnerships
• Identifies key partners and takes the lead in building and maintaining effective professional relationships in order to promote services, ensures effective mechanisms for referrals and support the sharing of knowledge gained through the provision of commissioned services;
• Maintains relationships with the Archdiocese of Malta, government agencies and representatives and any other key stakeholders;
• Establishes, develops and maintains productive working relationships, through liaison and joint work with other agencies, organisations, groups and individuals within the operational remit;
• Maintains quality, standards and positive outcomes for our services;
• Ensures that work is undertaken in partnership with service users, parents, children and other key stakeholders.

Participation and contribution in planning and strategic development and learning
• Liaises with the Director to ensure evidence from services informs strategic planning and development in line with Fondazzjoni Sebh ethos;
• Ensures the evaluation of service users’ experiences, and apply the learning to service reviews and planning;
• Instills a culture of continuous improvement across services;
• Monitors and analyses progress against agreed service objectives. Recommends and takes any appropriate action required to ensure they are met;
Service and business development

- Ensures devolved financial budgets are effectively managed keeping the Director appraised;
- Ensures compliance with financial guidelines and policies;
- Collaborative working with the Director and managers across a range of services within the organization, in order to, strengthen the role and contribution of existing services and create new opportunities for services within a whole-system framework of operation;
- Monitors and evaluates the effectiveness of current policy, procedures, practice and resources and to report deficiencies to the Director;
- Participates in fund-raising activities as required and encourages staff availability as and when necessary to support these events;
- Ensures the efficient use of Fondazzjoni Sebħ resources.

Senior management responsibilities

- Forms part of the Senior Management Team of the Fondazzjoni Sebħ;
- Contributes to the overall management of the organisation;
- Produces Management reports for the Consultation and Operations Management Board;
- Ensures appropriate information and data is gathered, analysed and regularly reviewed;
- Prepares ad hoc reports as requested by the Director;
- Supports the Director in other areas of responsibility as may be required;
- Acts as delegate for the Director when and if required.

Recruiting, managing and developing staff

- Supports the recruitment and selection of staff in accordance with Fondazzjoni Sebħ’s policy and procedures, as required;
- Ensures that all new staff receive an effective induction;
- Ensures that the performance and professional/personal development of staff is monitored, supervised and reviewed in accordance with Fondazzjoni Sebħ’s policies and procedures;
- Ensures that all staff receive regular supervision in line with Fondazzjoni Sebħ’s policy;
- Ensures that Managers have achievable and balanced workloads;
- Produces and implements training and development plans for directly managed staff;
- Occasionally and on request undertakes enquiries and investigations in accordance with Fondazzjoni Sebħ’s policies and procedures.

Promotion of awareness and understanding of domestic violence survivors, families and other service users
- Represents Fondazzjoni Sebħ’s at public functions, media interviews, fundraising events, presentations etc. and act as a spokesperson as required.
- Works with Communications’ staff to develop and support Fondazzjoni Sebħ’s media strategy through the promotion of best practice.

Other responsibilities
- Meets legislative and all relevant regulatory requirements;
- Ensures the values of Fondazzjoni Sebħ’s and the Archdiocese of Malta are upheld across the organisation;
- Participates in national planning groups with governmental and voluntary organisations to represent the needs and interests of service users;
- Attends meetings and training courses as required, including regular supervision meetings and performance review with the Director;
- Undertakes from time to time such other tasks as may be required by the Director including administrative duties in connection with the post.

Qualifications and experience
- In possession of a Diploma or Bachelor’s Degree in social work. Preference will be given to someone with a Master’s Degree in a relevant field.
- A minimum of five years of practice in the social field together with three years of management experience.

Personal qualities
- Embraces Fondazzjoni Sebħ’s values and behaviours that support the values;
- Committed to Fondazzjoni Sebħ’s vision;
- Strong written and verbal communication skills;
- Self-motivated;
- Resourceful and able to perform under pressure;
- A rights-based approach to working with victims of abuse;
- Solid organisational and analytical skills;
- Ability to manage multiple projects, priorities and deadlines;
- Assertive and empathic;
- A good listener with a non-defensive approach;
- Willing to take responsibility and be accountable.

How to apply:  Please send a written statement detailing how your skills match the requirements listed in this job description and quoting Ref. FS/2022/09, together with your CV, police conduct and the contact details for 2 Referees to:
Ms. Yvonne Mallia  
The Director  
Fondazzjoni Sebħ  
Email: info@sebh.mt

The Job Description will be reviewed on a regular basis and may be amended by Senior Management of Fondazzjoni Sebħ to reflect the needs of the service. This Job Description should be read in conjunction with the contract of service.

Fondazzjoni Sebħ’s talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation. To this aim we follow the policy and practice guidelines issued by the Archdiocese of Malta and the Safeguarding Commission and any applicable legislation.