

JOB DESCRIPTION

Post:	Bairns Hoose Coordinator (Service Manager)
Division:	Children and Family Services
Location:	Aberdeenshire
Reports To:	Assistant Director
Salary:	£39,917 with progression to £45,618, per annum

Children 1st, VISION and VALUES



Children 1st's ambition is for every child in Scotland to be safe, loved and well with their family. The charity offers emotional, practical, and financial support to help families to put children first and campaigns to uphold the rights of every child.

Children 1st supports the whole family when they need it, for as long as they need it. The charity offers help to prevent families reaching crisis point, to keep children safe and to support children and families to recover from trauma and harm.

Our core values guide how each one of us works in our individual day to day job:

- Respect - Treating everyone with respect and fairness
- Integrity - Being responsible and accountable
- Participation - Involving others in our work
- Excellence – Striving for the highest possible standards



The Bairns Hoose Team

Bairns Hoose is based on the European Barnahus model. Aberdeenshire are developing this approach and model aligned to Scottish Government's Pathfinder phase to meeting the changing needs and demands that come with leading complex systems change, taking a test, learn, develop approach.

General Role

The role of the Bairns' Hoose coordinator, as defined within Bairns' Hoose Standards for Scotland:

'Bairns' Hoose coordinator is a dedicated manager responsible for overseeing and coordinating the child and family's journey through the process. This includes coordinating the process with other relevant agencies including education. If the Bairns' Hoose coordinator is an appropriately qualified social worker, they may also fulfil the role of the lead professional' Bairns' Hoose Standards, Healthcare Improvement Scotland, May 2023

- To lead, manage and co-ordinate the activities of the service(s) in accordance with Children 1st strategic objectives to achieve positive outcomes with and for children, young people and families.
- To lead the work of the team and ensure quality of this.
- To underpin the work of the team and service by providing a broad range of practice and administrative support functions, setting up and maintaining efficient administration and recording systems as required locally and within the wider organisation.
- To take a lead role in enabling the Bairns hoose to be a place that welcomes children and families with kindness and care, creating a warm, friendly atmosphere.
- To be an advocate and champion for children's rights
- To shape and develop services in line with agreed objectives, respond to review of needs, gaps, and trends ensuring involvement of the individuals who use our service, and to oversee support services to those individuals in line with service delivery requirements.
- To participate in a range of external networks for the benefit of and with the participation of children, young people and families, and to negotiate effectively with external funding partners and networks
- To build strong partnerships with multi-agency leaders and practitioners to secure funding for service consolidation and development.
- To manage a complex budget of funding from Health, Local Authority, Scottish Government, and others including grant making trusts, and to manage a complex and extensive list of stakeholders.

Key Results Areas

Relationships with Children, Young People and Families

- As per Standard 7 Bairns' Hoose Standards for Scotland, the dedicated Bairns Hoose coordinator will provide support to children and their families, through the court and legal process:
 - Manage the Bairns' Hoose support of children whilst they progress through legal proceedings
 - Ensure children and their families are informed about any court or legal process, including that no further information is available where this is available and appropriate to share
 - Share relevant information with children and families when it is available, and

- Share information about the legal case with relevant agencies, when appropriate or possible to do so, to support integrated planning.
- To create optimal plans for children and young people based on clear outcomes, ensuring a high degree of responsiveness to stakeholders and individuals who use our service.
- To ensure effective, high quality service delivery with a specific focus on outcomes for children/young people engaged with the service.
- To contribute to the impact and influence of Children 1st or the benefit of and with the participation of children, young people and families (Common Core ref: A8).

Operational Requirements

- To develop, implement and review on a regular basis, a quality improvement system which is compliant with Children 1st 's procedures and external regulatory frameworks.
- To develop, implement and review a system of reporting on service performance, achievement, outputs and outcomes to meet organisational and external requirements.
- To determine the strategic direction of the Service in response to internal and external drivers in Scotland, and to develop opportunities which are in line with the remit of the service.
- To manage a complex budget and ensure expenditure is in line with service plan
- To maintain and develop income streams for the service, through statutory or other sources, working in partnership with the Fundraising department as appropriate.
- To contribute to research and practice and policy development to inform the practice of the team, partners and inform social policy initiatives relating to Children 1st strategic aims and objectives.
- To take a lead role in promoting the use of Information Technology and ensure compliance with Children 1st recording systems and standards.
- Ensure quality assurance is visible and service work is appropriately monitored and there is compliance with Children 1st internal standards, relevant legislation/external standards, and registration requirements.
- To maintain responsibility for Health and Safety and to comply with Children 1st Health and Safety Policy and Procedures.

Relationships with others

- As per Standard 11: Prevention, sharing knowledge and learning from good practice (Bairns' Hoose Standards for Scotland), the Bairns Hoose coordinator will proactively work to build local knowledge among professionals and practitioners working with children.
- To contribute to the establishment of appropriate networks and communication channels and disseminate information on the service as appropriate, taking a lead role in promoting the service and Children 1st locally, regionally and nationally.
- To contribute to external planning and communication networks through membership of local planning and policy groups (e.g. social work, health and education).

- To actively participate in and contribute to management, locality and organisational service development groups.
- To support staff working in a multi agency partnerships to secure the best outcomes for the individuals we are supporting.
- To take a lead role in Children 1st influencing strategy, supporting corporate colleagues as appropriate.
- To take a lead role in ensuring staff, volunteers, children and young people, carers and stakeholders are enabled to contribute.
- To lead and manage a large, possibly dispersed, group of multi disciplinary staff undertaking complex work, across Local Authorities and Health Board areas.
- To lead and support staff effectiveness through the process of supervision, appraisal and implementation of professional development plans.
- To take a lead role in helping to promote a culture of continuous learning and development and provide advice, guidance, training and consultation services to colleagues across the charity, and to staff working in partner agencies.

ADDITIONAL DUTIES

Any additional duties will normally be to cover unforeseen circumstances or changes in work, and will usually be appropriate and compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.

ADDITIONAL RESPONSIBILITIES

- To be committed and adhere to Children 1st, vision and values.
- To comply with Children 1st Child Protection and Adult Protection policies and procedures and with National Guidance.
- To comply with Children 1st code of conduct (All Children 1st staff) and Codes of Practice for Social Service Workers and Employers (specific to Children and Family Services Divisional staff).
- To actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children 1st Participation Standards.
- To actively consider the involvement of volunteers in all areas of our work and to implement the Children 1st Volunteer Development Policy.
- To observe all health and safety requirements.
- To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices. (Common Core ref: A1, A2)

PERSON SPECIFICATION

POST: (Bairns Hoose Coordinator) Service Manager

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Degree or Diploma in Social Work, or equivalent professional qualification at SCQF level 9 	<ul style="list-style-type: none"> Management qualification (SVQ level 5 or equivalent)
Experience	<ul style="list-style-type: none"> Management experience within a social work or social care organisation Recent significant experience in a relevant practice area relating to young people (Common Core ref: A3, B9) Significant experience in working with child protection and/or statutory measures of care and protection of children Managerial/supervisory experience to include direct staff/student/volunteer supervision, recruitment, learning and development, performance management and quality assurance Experience of managing complex systems and management information Experience of managing complex budgets including securing external funding Experience of involving children, young people and their families in planning/designing/implementing services (Common Core ref: A8) 	<ul style="list-style-type: none"> Experience of staff training and development
Knowledge	<ul style="list-style-type: none"> An in depth knowledge and understanding of best practice and regulatory requirements in the field of child care and young peoples services Knowledge of funding streams/ arrangements to support children and young people Knowledge of Safeguarding Children and Young People and Protection of Vulnerable Adults (Common Core ref: A6) 	<ul style="list-style-type: none"> Developments in professional practice

	<ul style="list-style-type: none"> • Understanding of outcome focused service planning and evaluation 	
Work Related Skills	<ul style="list-style-type: none"> • Able to work strategically within a multi-agency network and development of service in response to external drivers • Able to represent Children 1st and the voluntary sector at a strategic level • Able to influence service delivery and quality for children and young people • Enthusiastic approach to the use of IT and willingness to undertake the training in order to ensure the competency level essential for the role • To shape and influence external influences, with proven ability to adapt services and diversify appropriately • Budget management and financial skills • Ability to lead and manage change 	
Communication	<ul style="list-style-type: none"> • Effective verbal and written communication skills including the ability to produce high quality complex reports, papers and management information • Ability to communicate clearly and concisely to inspire confidence in recipients • Strong inter-agency liaison and communication skills 	<ul style="list-style-type: none"> • Presentation and negotiating skills
Planning & Organising	<ul style="list-style-type: none"> • Ability to organise and prioritise own and others' workload effectively and to work under pressure • Effective time management skills and ability to apply a business planning approach • Ability to meet deadlines and manage conflicting priorities 	
Team Working	<ul style="list-style-type: none"> • Ability to work as an effective member of a management team • People management and leadership skills • Ability to lead sharing creativity and innovative practice 	<ul style="list-style-type: none"> • Coaching and mentoring skills

Other	<ul style="list-style-type: none">• Ability to work flexible hours in line with service delivery requirements and provide management cover both in the evenings and weekends when required.• Ability to travel to a variety of locations• Commitment to Children 1st, vision and values• Commitment to and understanding of the principles of participation (Common Core ref: A8, A9 & A10)• Understanding of and commitment to the principles of involving volunteers• Commitment and promotion of equal opportunities and anti-discriminatory practices at work (Common Core ref: A1, A2)• Commitment to the principles of confidentiality in relation to children, young people and families (Common Core ref: B5)• Awareness of personal responsibility in relation to health and safety and of responsibility for ensuring safe working practices for individuals who use our service, staff, volunteers and visitors• Full current driving licence and access to own vehicle or means of transport that enables routine, independent travel	
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