

JOB DESCRIPTION & PERSON SPECIFICATION

CHILDREN & FAMILIES SERVICE (CFS) TEAM LEADER

TITLE:	Children & Families Service Team Leader
HOURS:	28 hours per week (Flexitime and TOIL policies apply as this role may include evening and weekend working)
BASED AT:	Clan House, Aberdeen (with frequent travel throughout Aberdeen City, Aberdeenshire, Moray and Northern Isles)
SALARY:	£31,756.39 (£39,695.49 FTE)
REPORTING TO:	Head of Cancer Support Services
RESPONSIBLE FOR:	CFS Practitioners (Aberdeen, Moray, Orkney, Shetland)

CLAN CORE VALUES:

All Clan employees are required to demonstrate supportive and respectful behaviour at all times, not only to clients but also to colleagues and management. Colleagues are treated professionally with respect and dignity and take responsibility for operational boundaries and expectations to ensure a harmonious working environment. All employees are required to adhere to Clan's five Core Values:

Honesty: We are honest, reliable, transparent and treat others with fairness.

Excellence: We invest and empower people, are committed to excellent and strive to provide high quality, consistent support in a healthy, safe environment.

Accountability: We take ownership for and are responsible for our choices and actions. We are accountable to each other and consider the outcomes of our behaviours on the achievement of our goals and tasks.

Respect: We value diversity of people and thought. We behave in ways that earn trust and support each other.

Teamwork: Clan is a community, we are welcoming and supportive, and we communicate openly. We are strong together.

JOB PURPOSE:

The CFS Team Leader will be responsible for nurturing the growth of the Children & Families Service and work with the Head of Cancer Support Services to develop professional, effective, responsive and accessible cancer support services across Aberdeen city, Aberdeenshire, Moray, Shetland, Orkney and surrounding Isles. This role is a hybrid of management and operational role delivering support directly to children, families and young people.

A key part of the role is the ability to establish and maintain professional networks in Health, Education, Social Work and the Third Sector which will enable the service to develop. To deliver therapeutic support to children, young people and their families when they have been affected by cancer, whether someone important to them is affected by the illness or the child or young person themselves has a diagnosis of cancer. To provide advice and support to other agencies. To identify the need for therapeutic groups for children and young people according to identified need and ensuring best use of voluntary resource to aid the delivery of groups. The post holder will be line managed by the Head of Cancer Support Services based in Aberdeen. The CFS Team Leader must be able to provide temporary cover to any of Clan's community-based wellbeing centres across the northeast of Scotland including the northern islands as required and agreed by Head of Cancer Support Services. This role is part of the services Wellbeing Management Team.

KEY RESPONSIBILITIES & DUTIES:

Leadership:

- Reporting to the Head of Cancer Support Services to lead and coordinate Children & Families Services (CFS) across the Northern Mainland and Isles of Scotland.
- Line management responsibilities for 5 CFS Practitioners located across Clan's geography ensuring professional supervision of staff on a regular basis.
- To ensure that all client records are kept updated and in line with best practice, data protection and policy.
- To be one of Clan's Safeguarding Officers.
- Ensure the implementation and regular review of Policies and Procedures pertaining to the Children & Families Service.
- To support the development and delivery of inhouse Safeguarding training for staff, volunteers and Board members.
- To lead team meetings, ensuring they are meaningful and practicable for all staff to access.
- To undertake any necessary developmental work to improve systems and processes supporting the operational needs of the service ensuring a consistent, streamlined and accessible approach across the service.
- Lead and embed close working relationships with the wider services team.
- Establish and maintain strong working relationships with key external professionals and agencies.
- Manage incoming referrals and the timely allocation of work across the Children & Families Service.
- Monitor referral trends and report back quarterly to the Wellbeing Management Team and ensure service delivery adapts to reflect the demands of the service - for example: identifying the need for group work or programs.
- Day to day management of CFS budget spend.
- Proactively produce clear annual plans relating to key CFS activities and events designed to raise awareness and promote engagement with existing and new clients, families, professionals and community supports.
- Develop and lead a clear strategy aimed at growth of a professional quality driven service
- Be the lead point of contact for Clan's trusts and grants writer, providing evidenced based practice, client evaluation and statistical information for new CFS funding applications and reports for existing funding.
- Lead strategic and operational planning groups where required as part of the Wellbeing Management Team
- Lead point of contact for Royal Aberdeen Children's Hospital outreach, including chairing regular stakeholder meetings.
- Delivery of educational workshops, coordination of CFS team presence at community stakeholder events, ensuring Clan continues to be a lead organization at the forefront of children and families cancer support.
- Ensure all HR related processes are adhered to within timescales underpinned by policies and procedures and utilising the databases in place to manage the following examples of tasks, including but not limited to, staff interviews, staff inductions, staff sickness/absence recording, return to work interviews, staff supervision and team meetings, performance management and performance review and development.

Operational Case Work:

- Undertake an assessment of need and put in place therapeutic support as appropriate for the children, young person or family. This can be on an individual one-to-one basis, through groups, or working with the family.
- Provide clients with a safe, secure and appropriate environment to express their feelings and emotions through a range of therapeutic interventions such as play, drawings, storytelling, etc.
- Undertake loss and bereavement work with children and young people to help them understand the changes in their families, develop ongoing coping strategies they can use, and help them find the answers to their questions.
- Support clients to help them cope with their own and their children's feelings of anxiety, loss and grief.
- Support parents to communicate with their children about cancer and its impact on the family.
- Provide the family with support, information, resources and materials.
- Effectively manage an active caseload and provide clients with an opportunity to access further support at transitional points in their future.
- Identify the need for group work including activity groups and structured loss and bereavement programs and liaise with CFS Practitioners to develop groups and deliver alongside volunteer support.
- Promote the Children and Families service throughout Aberdeen City and Aberdeenshire via talks and presentations as necessary.
- Provide advice to other professionals as appropriate.
- Maintain accurate, quality records and prepare reports as required.
- Adhere to Clan's policies and procedures.
- Undertake relevant CPD to maintain and develop professional skills and expertise suitable for the role.
- Lead supervision of individual practice within Clan's structure.
- Attend and participate in Clan Planning Days and Clan developments/groups/events.
- Ensure that children and young people are safe at all times under the care and support of Clan
- Work flexibly to support the late night opening rota and for any appointments which require an evening session.

General:

- Support any income generation events from a wellbeing services perspective and share any links or local knowledge of opportunities to grow the income generation aspect of Clan.

This list is not exhaustive, and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with the post.

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ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Professional qualification in Social Care, Social Work, Teaching, Nursing, Psychology, Counselling or a related discipline. Knowledge of relevant policies and procedures including child protection, and GIRFEC.	Loss and bereavement training. Knowledge of child development. Working with children/adults with additional support needs.
Experience	Leading and managing staff and services. Experience of working with children and families. Experience of development, design and evaluation of 1:1 and group work. Experience of partnership working and service development. Experience of loss and change with children and young people. Working in an education or social care setting with children and young people up to the age of 25. Understanding of child protection & risk management. Delivery of training / presentation skills. Managing service budgets. Interviewing and onboarding staff	Experience of working with children and families affected by long-term illness. Experience of loss and bereavement work with children and young people. Trained in Child Protection. Understanding of Adult Support & Protection.
Special aptitudes or abilities	Able to engage with clients from different backgrounds. Ability to engage with hard to reach families. Ability to maintain professional boundaries with client group. Excellent interpersonal skills. Excellent communication skills. Organisational and time management skills. Ability to manage own diary effectively. Ability to work as part of a wider team. Motivational skills. Ability to prepare and execute presentations to professional colleagues in Education, Health and	Skills in arts, crafts, drama, music, storytelling, creative writing etc. Trained in non-verbal communication methods.

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	Social Care Partners etc as well as members of the public. Must be comfortable researching and writing robust evidence based business cases relating to service development or change.	
Requirements of the post	Full driving license and access to a car. Ability to work outwith normal hours on a regular basis. Attendance at Clan Gatherings and Development days. Successful completion of Clan's in-house Listening & Support Training. Successful PVG Disclosure. Committed to anti-discriminatory practice. Committed to continuous professional development. To be resilient and robust. Completion of Safeguarding training for children and adults.	

Line Manager	Employee
Name:	Name:
Signature:	Signature:
Date:	Date: