



Kummissjoni Ejjew Ghandi

## KUMMISSJONI EJJEW GHANDI

Central Office  
72A, Triq Villambrosa,  
Hamrun

# Team Manager, Outreach

## Job Description

(Ref. KE/2017/25)

DEADLINE	17 January 2018
KEY BENEFITS	<ul style="list-style-type: none"><li>• The opportunity to make a difference with children and families in need</li><li>• Low case loads</li><li>• A healthy work-life balance</li><li>• Being respected and valued as a professional</li><li>• Using a multi-disciplinary approach</li><li>• Strong support from Manager and peers</li><li>• A positive and nurturing working environment</li></ul>
ROLE PROFILE	<p>We are seeking to recruit a Team Manager to lead our new team <i>Outreach</i>, which is a community-based multi-disciplinary prevention team. The team will offer evidence-based community support to children and families. Members of Outreach will be expected to build partnerships with existing services in order to complement service provision. The primary aim is to focus on prevention by promoting positive and safe relationships within the family. The team's objectives can be summarised in the following three ways:</p> <ol style="list-style-type: none"><li>i) Safeguarding the wellbeing of children within families,</li><li>ii) Promoting positive parenting,</li><li>iii) Improve the outcomes for children.</li></ol> <p>We are looking for an experienced social work manager who has the ability to manage a multi-disciplinary team. Being that Outreach is a new service, the post holder will have the ability and vision to build up a team and hit the ground running. Outreach will use a team around the family approach and develop one family plan which will be managed by one lead professional. The plan will be co-produced with the family and it will be reviewed regularly with the family and other services involved. Reporting to the Head of Operations, the post holder will offer supervision to team members and will also be expected to work directly with service-users. Outreach will promote aimed at supporting children who are at the 'edge of care' and to promote a nurturing environment within families. An environment that is free from abuse and violence towards any member of the family. The team will work with families where there are concerns of child abuse or maltreatment or domestic violence.</p>
TERMS AND CONDITIONS	The Team Manager will have a starting salary of €22,979 per annum rising by annual increments of €500 up to a maximum of €24,479. The role also benefits from €1,400 annual travel and on-call allowance, an expensed mobile phone, and a 5%

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Member of International Catholic Child Bureau

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performance bonus at the discretion of the Director. The role will be on a three year contract basis.

The role be based at *Ejjeu Għandi* Central Office in Hamrun with travel required to the different venues where services are offered by the organisation.

The new appointee will be 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 person appointed will be subject to the rules and regulations of *Ejjeu Għandi* and the Archdiocese of Malta.

## KEY RESPONSIBILITIES

### **Service Provision**

- To be responsible to the Head of Operations for the management and practice of Outreach, a community-based, multi-disciplinary prevention team.
- To ensure the effective allocation of work and tasks to staff individually and collectively and to be responsible for the ongoing monitoring of workloads, transfer and closure of cases.
- To maintain quality, standards and outcomes of caseloads.
- To convene team meetings on a regular basis and to promote professionalism amongst staff.
- To have responsibility for ensuring that when a service is provided to meet an identified need, a Family Plan will be negotiated and developed.
- To ensure that work is undertaken in partnership with parents, children and other service-users.
- To allocate, monitor and control the devolved budgets applicable to this post.

### **Service staff and resource management**

- Responsible for the management and regular, planned supervision of staff
- To provide consistent advice, support, guidance and consultation to staff as required
- To ensure staff are aware of policies and procedures, and duties and that these are complied with.
- To motivate and develop staff, planning and identifying staff training needs
- To participate in recruitment of *Ejjeu Għandi* as required by the Director
- Management and monitoring of services budgets including analysis, reporting and action on variances
- To prepare, implement and monitor the team plan against objectives/outcomes on an annual basis.
- Resolving performance issues among staff and volunteers engaged in services

### **Managing Performance**

- Monitoring performance against targets and deliverables for all services including performance of team members
- Financial tracking and monitoring of Outreach (alongside the Finance and Administration Manager)
- Reporting performance trends and issues to the Head of Operations

### **Relationship Management**

- Maintain relationships with the Archbishop's Curia, government agencies and representatives and any other key stakeholders
- To establish, develop and maintain productive working relationships, through liaison and joint work with other agencies, organisations, groups and individuals within the team's operational remit.

### **Reporting**

- Production of monthly Management reports for the Board of Directors
- Ad hoc reports as requested by the Head of Operations

### **Service and business development**

- Analysis of performance leading to service changes and improvements to increase user and funder outcomes/level of satisfaction/perceived value of the service
- Collaborative working with the Director and managers across a range of services within the organisation in order to strengthen the role and contribution of existing services and create new opportunities for services within a whole-system framework of operation
- To monitor and evaluate the effectiveness of current policy, procedures, practice and resources and to report deficiencies to the Head of Operations.
- Participate in fund-raising activities as required and encourage staff availability as and when necessary to support these events

### **Representing the Organisation**

- Representing the organisation at external events and development fora

### **Other responsibilities**

- Work collaboratively with other organisations within the Church in Malta and Gozo and the Archdiocese of Malta as necessary
- Meet legislative and all relevant regulatory requirements
- Ensure the values of Ejjew Għandi and the Archdiocese of Malta are upheld across the organisation
- Carry out duties in accordance with Ejjew Għandi principles, policies and procedures
- Assist in the development and monitoring of quality assurance systems
- Liaise with other agencies as necessary to improve and link the delivery of services to service users
- Participate in national planning groups with governmental and voluntary organisations to represent the needs and interests of service users
- Strategic involvement with fundraising, PR and social policy work
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Head of Operations
- Undertake from time to time such other tasks as may be required including administrative duties in connection with the post
- Uphold and implement the policies and procedures of Ejjew Għandi throughout all aspects of the work of the organisation

QUALIFICATIONS AND EXPERIENCE

In possession of a Diploma or Bachelor's Degree. A warranted social worker according to the Laws of Malta. A minimum of eight years of relevant experience in management.

PERSONAL QUALITIES

- Embrace Ejjew Għandi's values and behaviours that support the values
- Committed to Ejjew Għandi's vision
- Strong written and verbal communication skills
- Self motivated
- Resourceful and able to perform under pressure
- A victim-centred approach to working with victims of abuse
- Solid organisational and analytical skills
- Ability to manage multiple projects, priorities and deadlines
- Assertive and empathetic. 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. KE/2017/25, together with your CV and the contact details for 2 Referees to:

Andrew Azzopardi  
Director  
Kummissjoni Ejjew Għandi  
Email: [info@ejjewghandi.org](mailto:info@ejjewghandi.org)

*Ejjew Għandi'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.*