

**Family Services Manager
Job Description
(Ref. FS/2019/19)**

DEADLINE 12th June, 2019

KEY BENEFITS

- The opportunity to make a difference with children and families in need
- Be able to effect positive change our services with domestic violence survivors and families in need
- The opportunity to influence any new services
- 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

We are seeking to recruit a Family Services Manager to manage and develop the delivery of evidence-based services for domestic violence survivors and the family & community services. The person will be responsible to line manage and offer supervision to Home Managers and social workers working in the Foundation's Family Services.

The post holder will be required to adopt and implement the strategy defined in the Statement of Purpose under the guidance of the Director.

We are looking for an experienced social work manager and a victim's rights champion who has the ability to manage a multi-disciplinary team and give a voice to our service-users.

TERMS AND CONDITIONS

The Family Services Manager will have a starting salary of €27,500 per annum rising by annual increments of €900 up to a maximum of €30,200. The role also benefits from €1,000 annual fringe benefit (car cash allowance), a yearly mobile phone allowance of €500, and a performance bonus of up to 5% of the basic salary at the discretion of the Director.

The role is based at Fondazzjoni Sebh Central Office in Hamrun with travel required to the different venues where services are offered by the organisation.

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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 the person selected will be offered an indefinite contract subject to one-year probation. The person appointed will be subject to the rules and regulations of Fondazzjoni Sebħ and the Archdiocese of Malta.

KEY RELATIONSHIPS

Internal:

The Family Services Manager reports to the Director. She/he has management responsibility for Managers and coordinators who in turn have a number of staff working in their respective teams.

The post holder is responsible for the overall management of Dar Qalb ta' Ġesu Second Stage Shelter for victims of domestic violence and their families, Arzella Child Care Service and the Prevention Service. S/he may be required to assist the Director in the overall management of the Central Office, as the need arises. S/he will be required to establish effective working relationships with staff at all levels across her/his teams. The Family Services Manager will need to build effective working relationships with the Children Services Manager.

The person will need to collaborate with colleagues at the Curia, the Safeguarding Commission, the Administration Manager and other NGOs working with children and families.

External:

Service users, managers and social workers of partnership agencies, the Courts, the Police, child care professionals, key supporters, media representatives, government representatives and any professional working in our service user's lives.

KEY RESPONSIBILITIES

Service Management

- Oversee the development and management of services to domestic violence survivors and families
- Ensure all domestic violence and family services operating with Fondazzjoni Sebħ are delivered to the highest standard and in line with strategic objectives
- Oversee the development and management of the prevention care services
- Maintain quality, standards and outcomes of caseloads
- Focus on prevention by ensuring that the service promotes positive and safe relationships within the family
- Ensure that work is undertaken in partnership with parents, children, other service-users and key stakeholders
- Ensure that child care services are provided in line with national standards
- Ensure that child care service promotes the development of children and supports their access to learning
- Ensure that the child care centre implements policies relating to the safety and protection of children
- Promote evidence based practice across all services

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- Ensure safeguarding practices within our services conform to the Archdiocese of Malta's principles, core standards and national guidance
- Ensure that all services are governed by clear operating policies and procedures
- Ensure staff are aware of policies and procedures, and duties and that these are complied with
- Monitor performance against targets and deliverables for all services including performance of managers
- Report performance trends and issues to the Director
- Prepare, implement and monitor the teams' plan against objectives/outcomes on an annual basis
- Resolve performance issues among staff and volunteers engaged in services
- Deliver services in line with equal opportunities practices and give due and professional attention to issues of diversity
- Manage and oversee the development of any new services and projects under his/her remit.

Developing and Maintaining partnerships

- Identify key partners and taking the lead on building and maintaining effective professional relationships in order to promote services, ensure effective mechanisms for referrals and support the sharing of knowledge gained through the provision of commissioned services
- Maintain relationships with the Archbishop's Curia, government agencies and representatives and any other key stakeholders
- Establish, develop and maintain productive working relationships, through liaison and joint work with other agencies, organisations, groups and individuals within the operational remit
- Maintain quality, standards and positive outcomes for our services
- Ensure that work is undertaken in partnership with service users, parents, children and other key stakeholders

Participate and contribute in planning and strategic development and learning

- Liaise with the Director to ensure evidence from services informs strategic planning and development in line with Fondazzjoni Sebh ethos
- Ensure the evaluation of service users' experiences, and apply the learning to service reviews and planning
- Instill a culture of continuous improvement across services
- Monitor and analyses progress against agreed service objectives. Recommend and take any appropriate action required to ensure they are met

Service and business development

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- Ensure devolved financial budgets are effectively managed keeping the Director appraised
- Ensure compliance with financial guidelines and policies
- 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
- Monitor and evaluate the effectiveness of current policy, procedures, practice and resources and to report deficiencies to the Director
- Participate in fund-raising activities as required and encourage staff availability as and when necessary to support these events
- Ensure the efficient use of Fondazzjoni Sebħ resources

Senior management responsibilities

- Form part of the Senior Management Team of the Fondazzjoni Sebħ
- Contribute to the overall management of the organisation
- Participate in the on call roster
- Produce of monthly Management reports for the Consultation and Operations Management Board
- Ensure appropriate information and data is gathered, analysed and regularly reviewed
- Prepare ad hoc reports as requested by the Director
- Support the Director in other areas of responsibility as may be required
- Delegate for the Director when and if required.

Recruiting, managing and developing staff

- Manage recruitment and selection of staff in accordance with Fondazzjoni Sebħ's policy and procedures
- Ensure that all new staff receive an effective induction and where appropriate are assessed against core competences before confirmation in post
- Ensure that the performance and professional/personal development of staff is monitored, supervised and reviewed in accordance with Fondazzjoni Sebħ's policies and procedures
- Effectively line manage and provide professional supervision to staff for whom the post holder is responsible
- Ensure that all staff receive regular supervision in line with Fondazzjoni Sebħ's policy
- Ensure that managers and coordinators have achievable and balanced workloads
- Produce and implement training and development plans for directly managed staff in accordance with Fondazzjoni Sebħ's policies and procedures
- Occasionally and on request undertake enquiries and investigations in accordance with Fondazzjoni Sebħ's policies and procedures.

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Promote awareness and understanding of domestic violence survivors, families and other service users

- Represent Fondazzjoni Sebħ's at public functions, media interviews, fundraising events, presentations etc. and acting as a spokesperson as required.
- Work with Communications' staff to develop and support Fondazzjoni Sebħ's media strategy through the promotion of best practice.

Other responsibilities

- Work collaboratively with other organisations within the Church in Malta and Gozo as necessary
- Meet legislative and all relevant regulatory requirements
- Ensure the values of Fondazzjoni Sebħ's and the Archdiocese of Malta are upheld across the organisation
- 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
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Director
- Undertake 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 is essential. Preference will be given to someone with a Master's Degree in a relevant field. A warranted social worker according to the Laws of Malta.

A minimum of five years of social work practice, together with three years of management experience.

PERSONAL QUALITIES

- Embrace 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 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

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HOW TO APPLY

Please send a written statement detailing how your skills match the requirements listed in this Job description and quoting Ref. FS/2019/19, together with your CV and the contact details for 2 Referees to Yvonne Mallia, Director, Fondazzjoni Sebħ's 72A, Triq Villambrosa, Hamrum or via email on info@sebh.mt

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.