

## Job Description

<b>Job Title</b>	Team Leader – Child & Family Services (Permanent)
<b>Location</b>	Silver Arch Family Resource Centre, 52 Silver Street, Nenagh, Co. Tipperary
<b>Salary</b>	Social Care Leader HSE Scale - Mar 2023
<b>Reporting to</b>	CEO
<b>Responsible to</b>	CEO for Silver Arch FRC, and to the Board of Directors
<b>Who we are</b>	<p>Silver Arch Family Resource Centre, celebrated its 50th anniversary in 2023 and has continued to uphold its primary objective: “To provide community-based support, information, and advocacy services to individuals, families, and groups in North Tipperary, so as to empower and help people, particularly those who are most disadvantaged, to access services.”</p> <p>Silver Arch FRC deliver a diverse range of supports and services, including ‘The Thrift Shop’ Social Enterprise, rural Early Childcare preschools, the Community Families Programme, Family Support, Parenting Programmes, Partnership with Families, Unity Youth Hub, Social Prescribing, child and adolescent therapeutic services, adult counselling, gambling counselling, and community development outreach projects. These initiatives serve families, older persons, and individuals ranging from 0-100+ years, across North Tipperary through our outreach locations in Nenagh, Newport, and Borrisokane.</p>
<b>Our Values</b>	Respect                  Trust                  Empowerment                  Quality
<b>Purpose of the post</b>	To work, as part of the Senior Management Team, to provide leadership and support to the Child & Family Services team, as well as providing direct support to families who use the service. The role will be a combination of service delivery and team line management duties (40:60).
<b>Duties and Responsibilities</b>	<p><b>Supporting Families</b></p> <ul style="list-style-type: none"> <li>Engage with parents and families to develop and maintain a supportive and empowering relationship based on mutual respect and trust.</li> <li>To maintain a caseload of parents/families, providing individual support and group programmes as part of the child &amp; family services annual plan.</li> <li>To be familiar with and have experience engaging with the Tusla National Programme for Prevention Partnership and Family Support.</li> <li>To implement Meitheal - the National Practice Model for all agencies working with children, young people and families, in order to achieve better outcomes for children, young people and their families.</li> <li>To Chair a number of Meitheal meetings each year.</li> <li>Identify current and emerging needs and suggest programmes to support parents/families to address these.</li> </ul>

- Keep up to date with best practice and developments in the field of child and family support.
- To work in partnership with a variety of agencies to support parents/families in the local community.

#### **Supporting Staff**

- Provide clear leadership and motivation for all staff and provide direct line management to a group of assigned staff.
- To support staff to undertake the role of Lead Practitioner in Meitheal.
- Ensure that staff are trained in all key elements of their role and in additional areas to support the achievement of their annual work plan.
- Support staff in the practice of child & youth participation.
- Ensure that training gaps are raised and addressed and that needs for Continuing Professional Development are raised with the CEO.
- Provide professional formal supervision, support, guidance, and case work management for assigned staff members.
- Act as a first point of contact for any job-related issues that the staff may wish to raise and seek to resolve these issues.

#### **Performance Management**

- Act as a mentor and guide to new staff, as part of their induction period.
- Support staff in the delivery of responsive, high quality outcome focused services to children, families, and the wider community of service users.
- Ensure that staff are supported in their role, so that they can continue to learn and develop their skills to meet service delivery standards.
- Conduct an annual performance review with all staff members within your cohort.
- Ensure that all staff who have completed their probationary periods have an annual work plan to provide clarity of what is expected of them and ensure that the organisation's overall strategic plan goals are achieved.
- Liaise with CEO on a regular basis to review team performance and address any issues.
- Coordinate, review and oversee management of CRM systems and reporting as required for funders, company reports etc and support assigned staff.

#### **General duties**

- Ensure that the protection and welfare of children is a primary concern, and be aware of, and implement, local policy if concerns arise.
- Maintain accurate, professional written and electronic records of all work undertaken; supporting the team as appropriate with same and running regular data quality reports throughout the year to ensure KPI and project budget spends are on track.

	<ul style="list-style-type: none"> <li>• Operate within policy, legal, ethical, and professional boundaries when working with families.</li> <li>• Actively contribute to service review and development in a positive, solution focused manner.</li> <li>• Be knowledgeable about National Policy, Legislation and Guidance Frameworks.</li> <li>• Maintain up to date knowledge and skills as required by the role.</li> <li>• Participate in fundraising and promotional activities.</li> <li>• Liaise with the Tusla Senior Child and Family Support Network Coordinator on a quarterly basis to monitor the implementation and progression of Meitheal's.</li> <li>• Engage in local, regional and national collaborative and network partnerships as appropriate for the role.</li> <li>• To undertake other duties/responsibilities that are appropriate to the role.</li> </ul> <p>Please be advised that this is not an exhaustive list of duties for the role and changes may occur. This role will require flexibility and adaption to new and changing situations on an ongoing basis.</p>
<b>Eligibility Criteria</b>	<p><b>Essential Qualifications and Experience</b></p> <ul style="list-style-type: none"> <li>• Relevant <b>third level</b> qualification (<b>minimum</b> QQI 8) e.g. Family Support, Social Care, Health Promotion or similar etc.</li> <li>• Minimum of <b>three full years'</b> paid experience working with parents/families in similar service provision.</li> <li>• Minimum of one years' experience providing line management to staff, in a similar service environment.</li> <li>• Knowledge of the Prevention, Partnership and Family Support Programme and the national service delivery framework for children's services.</li> <li>• Experience using Salesforce CRM or similar.</li> </ul> <p><b><u>Desirable Qualifications and Experience</u></b></p> <ul style="list-style-type: none"> <li>• Successful completion, and delivery, of an evidence-based training programme for parents/families/children/young people.</li> <li>• Successful completion of a Supervisory/Management programme.</li> <li>• Experience of implementing the Tusla Meitheal Model of practice and Tusla Child &amp; Youth Participation.</li> </ul>
<b>Skills and Competencies</b>	<p><b>Be able to demonstrate the following:</b></p> <ul style="list-style-type: none"> <li>• Effective written and verbal communication skills with a range of individuals/groups.</li> <li>• Strong feedback, mentoring and leadership skills.</li> <li>• Effective planning/organisational skills and ability to prioritise diverse work load.</li> <li>• Use of initiative and work as part of a team.</li> <li>• Courteous, professional, and open to learning and CPD.</li> <li>• Commitment to the Organisation's ethos &amp; implementing their values into practice both with the wider staff team and the clients/communities we serve.</li> </ul>

	<ul style="list-style-type: none"> <li>• Strive to ensure best practice of all Silver Arch Policies and Procedures, in particular Child Protection, Safeguarding, GDPR, and professional code of conduct and self-care.</li> </ul>
<b>Terms and Conditions</b>	<p><b>Contract:</b> Permanent - full-time (35hrs/week) subject to 6 months probation and continued funding from funding agencies.</p> <p><b>Hours:</b> 35 hrs/week; Monday to Friday (Evening work will be required to accommodate the needs of the needs of families/children/young people we work with.)</p> <p><b>Annual Leave:</b> 25 days</p> <p><b>Training &amp; Development:</b> Ongoing Continuous Professional Development</p> <p><b>Garda Vetting, police clearance for anyone who has lived outside of Ireland for more than 6 months and satisfactory references, will be sought prior to the successful candidate taking up the post.</b></p>
<b>Application process</b>	<p>Interested candidates are invited to submit a CV and cover letter [outlining their suitability for the role and how they meet the eligibility criteria - essential qualifications and experience] to <a href="mailto:ceo@silverarchfrc.ie">ceo@silverarchfrc.ie</a>. Please reference <b>Team Lead C&amp;FS Application</b> in the email Subject Line.</p> <p><b>Deadline for Applying:</b> 1<sup>st</sup> November 2024</p> <p>Please note interviews will take place on the 15<sup>th</sup> November 2024 in Nenagh.</p>

**Silver Arch FRC is an equal opportunity employer and does not discriminate against individuals on the basis of gender, age, race, colour, nationality, ethnic or national origin, religion, marital status, family status, sexual orientation, disability, or membership of the travelling community.**