**JOB DESCRIPTION**

**Job :** Family Finding Team Manager

**Office Location:** xxx

**Reports To:** Group Family Finding Manager

**Hours of Work:** 37.5

**Supervisory Responsibilities:** Yes

**Travel Required:** Yes

**MAIN PURPOSE OF ROLE:**

To be responsible and accountable for ensuring all child referrals to Compass Community are managed effectively with an aim to increase and secure appropriate and safe care for children across the various services within the group, such as foster care, residential care and education.

The Family Finding Team Manager will support and promote the growth and effectiveness of opportunities offered to children referred to the family finding service. The role will involve developing and maintaining existing processes for the handling of referrals and liaising with key internal and external stakeholders. The role will also involve promoting Compass Community services to new and existing customers and developing strong relationships to support the best care of children and young people.

The role is mainly divided between providing appropriate business collaborative work across the multiple services and regions within Compass community and, in conjunction with the Group Family Finding Manager, driving the family finding team to succeed in line with performance expectations, with an over-arching aim to further strengthen and enhance our customer engagement with key partners.

**ESSENTIAL DUTY:**

* Manage the Family Finding Team and work in conjunction with Operational Teams to ensure the responsive delivery of high-quality services to key stakeholders by maximizing care options through our fostering, residential, education and therapeutic intervention services.
* To directly line manage and ensure the Family Finding Teams are proficient in the co-ordination and upselling of additional services to meet local authority sufficiency needs.
* To plan and implement a regular cycle of contact to further develop relationships (internally and externally) with customers. Gather intelligence in respect of understanding supply and demand in relation to both competitor and customer.
* Ability to work on own initiative, aptitude to motivate staff and possess strong line management experience, especially when working across multiple offices and geographical locations.
* To proactively address any underperformance, capability or competency issues with staff at the earliest opportunity and in line with the agency’s policies.
* Provide statistical information as required in relation to placements activity, monitoring and reviewing performance.
* Assist with structure and planning of resources in regional teams to maximise efficiency and productivity including the recruitment and appointment of new staff as required.
* To support regional placement teams with Ofsted Inspections as required.
* Lead on, or contribution to, various projects at any time as needed.
* Undertake annual performance appraisals in accordance with agency policy. To ensure staff shortages due to sickness and / or annual leave are managed appropriately to meet the needs of the organisation, liaising with Line Manager on a regular basis to ensure adequate resources. To provide cover in the absence of other staff as appropriate.
* Work within deadlines and respond in a flexible way to the changing demands of the Agency.
* Develop personal skills and capability through on-going training as provided internally by the company or externally subject to Company approval and as agreed with your Line Manager.

**SAFEGUARDING**

1. Attend safeguarding training as offered by the organisation

2. Ensure full compliance within your role to safeguarding policies and procedures

**ORGANISATIONAL**

1. To work within the provisions of the Data Protection Act 2018, observing strict confidentiality in relation to all aspects of work undertaken and advise of any data breaches immediately.
2. To be an effective advocate for Compass, promoting a positive image to maintain our high standards and positive reputation.
3. The post holder will be expected to competently use electronic systems effectively.
4. The post holder will be expected to comply with Equal Opportunities Policy and Procedure in all employment practices and all other policies within the employee handbook.
5. Ensuring compliance with Safeguarding procedures, throughout all work within the Company, keeping the manager informed of work in progress and inform the manager immediately of any child protection matter or serious complaint.
6. The nature of the agency business means that tasks and responsibilities are sometimes unpredictable. Staff are therefore expected to work flexibly when the occasion arises.
7. Regular travel to other Compass Community offices will be required.

**Version 7 – March 2023**