



# ZARACH JOB DESCRIPTION REGIONAL FAMILY ENGAGEMENT MANAGER (TEES VALLEY)

MARCH 2024

## KEY INFORMATION

Salary	starting from £18,000, with progression to £20,400 (FTE salary £30,000-£34,000)
Hours	22.5 hours per week (0.6 FTE)
Reporting to	National Family Engagement Manager
Holidays	36 days per annum (including Bank Holidays) (pro rata)
Location	Tees Valley - Hartlepool

## MAIN AIMS OF THE ROLE

- To lead on the setting up of this new region for Zarach. This will initially include recruiting and leading a team of volunteers and engaging with school referrers. As the region grows, it will also involve recruiting and managing a team of two Family Engagement Officers.
- Be a mission-driven and values-led member of Zarach's team, living, championing, and advocating for Zarach's work and families supported, internally and externally.
- Be a member of Zarach's National Family Engagement Team, engaging and contributing to the achievement of the overall organisational plan, as well as that of your particular areas of work.
- Lead on managing the delivery of the agreed National Family Engagement model to ensure a high-quality and equitable service for all families, within a framework that keeps all staff, volunteers, families, and other stakeholders safe within the region that you lead on.
- Use personal experience & expertise, monitoring & evaluation insights, and sector best practices, to lead on the continual quality improvement and best value use of charitable resources for the Family Engagement services within your region and in close liaison with the National Family Engagement Manager to ensure consistency across regions.
- Through personal involvement and delegated responsibilities, lead on the development, nurturing and protecting of good relationships with approved suppliers, partners and supporters for the Family Engagement services through leadership of the Family Engagement Officers and Volunteers in your region.

## KEY DUTIES AND RESPONSIBILITIES

- **Family Engagement Programme Delivery** - Review and analyse the delivery of the family Engagement Programme and its effectiveness in your region. This involves termly meetings with the National Family Engagement Team to review best practice and to share ideas. You will be responsible for reviewing frameworks, evaluating program effectiveness, and contributing to making necessary adjustments to meet the evolving needs of families.
- **Team Leadership and Management** - Lead and manage your regions Engagement Team and other Family Engagement local hub staff that may not have a Regional Manager. This includes providing guidance, supervision, and support to team members, ensuring they have the resources and training (that will be provided by the National Family Engagement Manager) necessary to carry out their roles effectively, this involves the Family Engagement Officers and Volunteers. You will be responsible for fostering a positive and collaborative team culture, promoting professional development, and conducting regular performance evaluations in line with the Zarach Mission and Values. Leading through caring passionately and challenging appropriately.
- **Collaboration and Partnership** - Networking, building relationships, and seeking opportunities for collaboration to enhance the range and quality of support services available to families. Maintaining relationships with existing partnerships and reviewing overall effectiveness within your region. This will more than likely include leading on partnership meetings and delivering at regional conferences. A crucial part of this role is the close connection between Family Engagement and the Regional Service Delivery Team to ensure processes are working effectively and efficiently across the region.
- **Budgeting and Resource Allocation** - Manage the budget for the family engagement program in your region. This will include attending regular budget meetings with the National Family Engagement Manager and the Finance and Operations Manager.
- **Quality Assurance and Compliance** - Oversee the quality and compliance of the family engagement programme in your region. This involves establishing and monitoring standards, policies, and procedures to ensure that services are delivered in accordance with best practices and regulatory requirements. You will be responsible for conducting program evaluations, collecting data, and implementing quality improvement measures and delivering these reports at termly National Family Engagement meetings.
- **Professional Development and Continuous Learning** - Stay informed about the latest research, trends, and best practices in relation to National and Regional concerns relating to family engagement. This involves attending conferences, participating in professional development activities, and continuously learning and updating your knowledge and skills to enhance the effectiveness of the family engagement programme. Also to ensure that your team is kept informed around policy changes, implementation, best practices through regular training sessions internally and externally where they have needs not met in relation to training requirements.

## GENERAL

- To be a champion and ambassador of the mission and values of Zarach in all aspects of work and in all interactions with Zarach stakeholders.
- Attend a monthly (or other agreed frequency) 1-1 meeting and annual appraisal with your line manager to support you in fulfilling your duties and responsibilities and in reviewing your progress against set objectives.
- Attend required meetings (internally and externally) that support the development of Zarach, its team, ways of working and relationships with stakeholders.
- Identify and attend training that will support you in fulfilling your duties and responsibilities and professional development and in ensuring that Zarach meets legal and best practice standards.
- Follow all Zarach policies and procedures and terms of your contract.
- Undertake any other reasonable duties that supports the fulfilment of the main aims of this post and the ongoing development of Zarach.



# ZARACH PERSON SPECIFICATION REGIONAL FAMILY ENGAGEMENT MANAGER (TEES VALLEY)

MARCH 2024

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>		A bachelor's or master's degree in social work, psychology, counselling, or a related field.	Application Form and Documentary evidence
<b>Skills</b>	<p><b>Case management skills:</b> Demonstrate and show examples of strong skills in case management, including assessing needs, developing service plans, and coordinating resources.</p> <p><b>Communication and interpersonal skills:</b> Excellent communication skills to effectively interact with staff, families, community partners and team leadership is essential. This includes the ability to provide guidance, support, and feedback to staff and volunteers, as well as the ability to build relationships with diverse populations</p>	<p><b>Program development skills:</b> Experience in program development and evaluation to enhance and improve services provided to families that have engaged or are engaging with Zarach services.</p>	Application Form and interview

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Skills (continued)</b>	<p><b>Supervisory skills:</b> Experience in supervising and mentoring staff including the ability to provide guidance, support professional development, and ensure the quality and effectiveness of services provided. Lead on team meetings and establish regular 1:1 meetings with team members.</p> <p><b>Advocacy and collaboration skills:</b> Strong advocacy skills to ensure that families receive the support and resources they need. Collaboration with community organisations, government agencies, and other stakeholders is often required to provide comprehensive services.</p>		
<b>Experience</b>	<p><b>Leadership experience:</b> Previous experience in a leadership or management role including experience supervising staff, managing budgets, and overseeing program operations.</p> <p><b>Experience in family support services:</b> Strong experience working in family support services either within a school setting, social care or a health and social well-being role relating to working with vulnerable adults and children and community outreach work. Familiarity with the programs and services available to support families in need is important.</p>		Application Form and interview

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Knowledge</b>	<p><b>Knowledge of relevant laws and regulations:</b> Familiarity with local and national law and regulations related to family engagement services, confidentiality requirements and ethical guidelines and safeguarding is essential.</p>		Application Form and interview
<b>Personal Attributes</b>	<p>Work in line with Zarach’s values, of being respectful, open, aspirational and collaborative.</p> <p>Lead through empathy and patience.</p> <p>Organised and proactive.</p> <p>Ability to remain calm under pressure and make decisions should a child protection concern arise.</p> <p>Flexible in their approach and showing cultural sensitivity at all times.</p>		Application Form and interview

A basic DBS check will be requested as part of the final stages of recruitment. Please email [finance@zarach.org](mailto:finance@zarach.org) if you would like to see our DBS policy.