

Job Description: Family Pathway Manager



Function:	Justice services
Position:	Family Pathway Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Resettlement Middle Manager
Additional reporting line to:	Sally Houghton – Head of Resettlement
Position location:	HMP Forest Bank

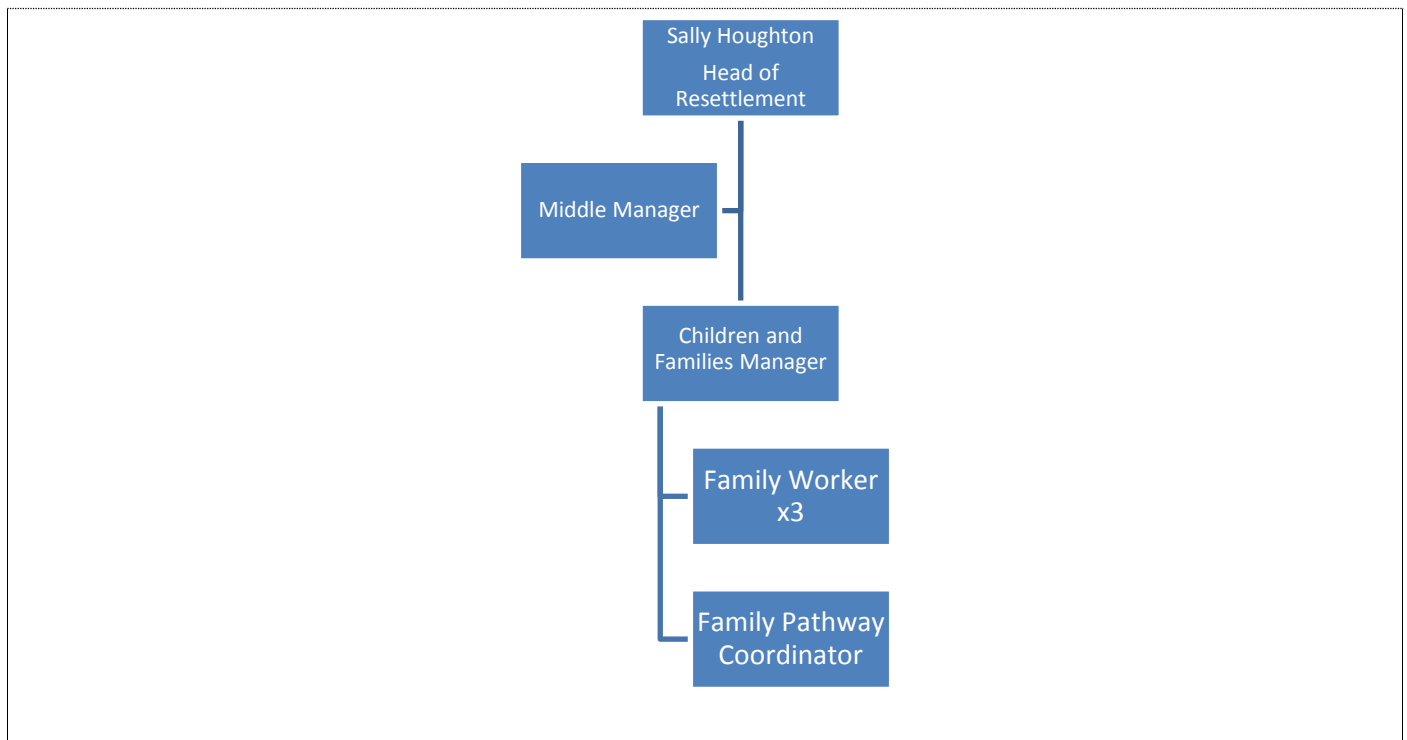
1. Purpose of the Job – State concisely the aim of the job.

To manage the Children and Families Pathway at HMP Forest Bank; ensuring a high standard of family case work and interventions are delivered to residents and their family members.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						
Characteristics ■ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To ensure the Children and Families Pathway is delivered in line with national and local policy and guidance.
- To ensure Family Pathway workers are skilled and supported to deliver the Pathway work
- To ensure safeguarding policies and procedures are adhered to
- To continually develop the Children and Families Pathway to meet the needs of residents, family members and requirements of the HMP Forest Bank Children and Families Strategy.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Effective line management of the Family Pathway Team through regular supervision, PDRs and supporting their training and development
- Writing, reviewing and implementing the local Children and Families Pathway
- Full engagement in the Resettlement Group; attending meetings and delivering the Resettlement Strategy
- Seek to develop the Children and Families Pathway in line with national policy and guidance, such as the Lord Farmer review.
- Work alongside Operational colleagues to ensure the Visits Hall is welcoming, safe and comfortable for family visits and contact to take place.
- Ensure the Children and Families Pathway is fully embedded with wider prison processes such as the Safer Prisons Action Plan and Community Rehabilitations Companies.
- Develop ways to engage isolated residents to increase their support networks, such as engagement with the HMP Forest Bank Care Leavers model.
- Ensure a package of interventions is available and regularly delivered; such as case work, group work and Family Days.

- Performance manage and quality assure the work delivered by the Family Pathway team to provide an evidence base for the Family Pathway work.
- Work in partnership with community providers and organisations to develop through the gate support for residents and their families.
- Understand how the Children and Families Pathway can contribute to wider Greater Manchester Combined Authority priorities and build on existing relationships.
- Ensure service users are listened to by a variety of means and any appropriate suggestions are actioned in partnership with Operational colleagues.
- Raise awareness with prison colleagues about the Children and Families Pathway to embed family work throughout the prison.
- Maintain professional boundaries, adhere to Safeguarding procedures and SJS policies and procedures.
- Represent SJS professionally at all times, be presentable and adhere to SJS's values.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Completion of performance monitoring tools.
- Ensure appropriate partnership links with community agencies are in place and maintained to a high standard
- Delivery of family focused interventions in a 1-1 and group setting.
- Performance management through supervisions and PDR process.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experience of effective line management
- Experience of partnership working and/or working in a multi-disciplinary environment.
- An excellent knowledge of the impact imprisonment can have on families
- Experience of attending meetings and presenting information to Senior Managers.
- Experience of delivering training is desirable
- Experience of working with offenders or within the Criminal Justice setting is desirable
- Experience of working with families is desirable
- A high level of numeracy and literacy
- Good interpersonal skills and an empathic approach.
- Good planning and organisational skills
- To hold appropriate values and beliefs and be passionate about family work within prisons.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ▪ Leadership & People Management
<ul style="list-style-type: none"> ▪ Rigorous management of results 	<ul style="list-style-type: none"> ▪ Innovation and Change
<ul style="list-style-type: none"> ▪ Brand Notoriety 	
<ul style="list-style-type: none"> ▪ Commercial Awareness 	
<ul style="list-style-type: none"> ▪ Employee Engagement 	

■ Learning & Development	
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9. Management Approval – To be completed by document owner

Version	1	Date	November 2018
Document Owner	Sally Houghton		