

Specialist Support Manager

Join the team





Who we are

Since 1988, Care for the Family has sought to promote strong family life and help those who face family difficulties.

We focus primarily on the following areas of family life: couple relationships, parenting and bereavement. Our aim is to be accessible to every family whatever their circumstances and to create resources and support that are preventative, evidence-based and easy to apply.

We are motivated by Christian compassion and love and are committed to supporting families of all faiths or none, with quality services and resources.



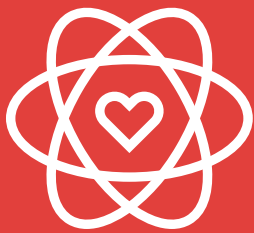
Our Mission

We exist to strengthen and support family life.



Our Vision

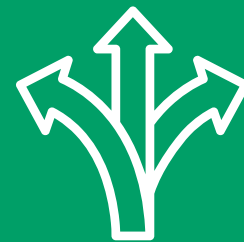
That all families will be able to find support during challenging times, and encouragement in the good times.



Our Values

We will seek to act:

- with generosity of spirit
- with vulnerability
- by honouring the least



Our Approach

The focus of our work is:

- with adults
- universally accessible
- evidence-based

Employment Ethos

Care for the Family is a Christian organisation and for some roles there is an occupational requirement for the post holder to be able to demonstrate a commitment to the Christian faith. If there is such a requirement it will be included in the job description. Where this is the case, prospective staff will be asked to confirm that they assent to our statement of faith, which is a summary of the Nicene Creed.

How our work helps

Each year, over



70,000

people

access Care for the Family services.



During 2024,



110

new facilitators

were trained who are now fully licensed and equipped to run the *Time Out for Parents* courses.

Each year



50

single parent families

are given a week-long adventure holiday to strengthen their family.

We reach over



16,000

people

a year through our live events all over the UK.

Several hundred parenting courses were run by licensed facilitators, reaching over



2,000

parents

across the UK.

Our teams produce over



100

resources

each year to support families whatever they are going through.

Through our befriending service



100s

of individuals

are supported each year, providing unique peer-to-peer support from trained befrienders.

Role Description

Hours:	Full time (37 hours per week)
Location:	Care for the Family, Tovey House, Newport, NP10 8BA
Duration:	Permanent
Reports to:	Head of Engagement
Salary:	£33,500 – £38,500 per annum

Care for the Family (CFF) is a national Christian charity which seeks to encourage and strengthen family life in the good times, and to enable families to find hope and support in the challenging times. Though we are a Christian initiative, we aim to help anybody hurting because of family difficulties.

The charity, founded in 1988, delivers a wide range of family-building events, including conferences, training programmes and seminars across the UK, attended by tens of thousands of people each year.

The Specialist Support Team are part of the Engagement Department, providing personal support to family members experiencing particular challenges. The team seeks to offer support that is timely, accessible and compassionate, resulting in people feeling better equipped, less alone and more hopeful for the future. Currently the team offers support for parents who are widowed young, bereaved parents, single parents, and parents of children with additional needs. This support is in the form of befriending, gatherings (in person and online) and regular newsletters. In addition, we have a support phone line (Careline), and trained counsellors who respond to those who phone in seeking support for their family life struggles. Finally, the team includes training in the use of our Bereavement Care Awareness course.

Key Responsibilities

The role of Specialist Support Manager has five key purposes:

- To ensure excellent, meaningful support for families accessing Care for the Family for specialist support.
- To manage, develop and support the team who are delivering these specialist services.
- To further develop existing specialist support work within the charity for bereaved parents, those widowed young, single parents and parents of children with additional needs, as well as exploring new ways of extending





support to families.

- To extend the reach and capacity of these support services to enable more families to benefit from them, in line with our key success criteria.
- To represent the work of the Specialist Support Team to the wider organisation and to ensure stories are sensitively and appropriately shared.
- In addition, ideally this role would also include being the Safeguarding Lead for Care for the Family.

Person Specification

Essential

- Experience of working with volunteers
- Minimum two years management experience, including undertaking performance management of staff
- Understanding of counselling and/or support processes gained through training and/or experience
- Excellent written and verbal communication skills
- Success in managing, developing and maintaining organisational relationships preferably within a public/third sector organisation
- Ability to drive and hold a valid UK driving licence
- Experience of offering pastoral care

Desirable

- Familiarisation with the work of The Befriending Network and other industry standards
- Experience of using digital platforms for service delivery
- Personal experience of a challenging family situation
- Experience of leading on safeguarding, ensuring excellence in culture and processes



Important

Nobody is perfect! You don't need to have experience in every area listed. We'd love to hear from you if you have some of these skills. We want to reflect the diversity of the communities we serve. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK minority ethnic backgrounds and other under-represented groups.

Additional Notes

Due to the nature of the role and the organisation, we believe that this post is subject to an occupational requirement that the holder be a practising Christian under Part 1 of Schedule 9 of the Equality Act 2010. The role holder will additionally need to confirm that they agree with the Statement of Faith of Care for the Family.

Terms and conditions

- This is a full time salaried position (a job-share will be considered). The salary will be £33,500 – £38,500 per annum, dependent on qualifications and experience.
- The standard working week is 9am–5pm Monday to Thursday and 9am–4.30pm Friday. This includes a half hour unpaid lunch break.
- If the hours worked exceed 37 hours in any particular week, the post-holder will be entitled to time-off-in-lieu in accordance with the organisation's guidelines.
- The position is offered subject to the satisfactory completion of a six month probationary period.
- Holiday entitlement is five weeks per annum, rising to six weeks after two years' continuous service, plus statutory holidays.
- CFF operates a group personal pension scheme and will contribute to an employee's plan, within the scheme, a monthly payment equivalent to 10% of their gross monthly salary once conditions for entry to the scheme have been met.





Want to know what
life is like at Care for the
Family?

Have a watch of our
introductory video:



Life at Tovey House

Relationship is at the heart of everything that we do. For that reason, we place a high value on working together collaboratively in our Newport office. Just moments from the M4 and A48, Tovey House provides a purpose-built, comfortable, modern and welcoming environment.

We are just a few miles from Cardiff, and 45 minutes from Bristol. Tovey House underwent a complete renovation in 2019, creating an attractive office space with room for collaboration and hosting events. We have ample free parking, and a hotel, pub and coffee shop a 5-minute walk away.



Why work at Care for the Family?

- ✓ The knowledge that you are part of a team making a difference to family life in our nation, and beyond.
- ✓ 5 weeks annual leave (pro rata) rising to 6 weeks after 2 years' service, plus bank holidays.
- ✓ 10% non-contributory employer personal pension scheme.
- ✓ Security for your loved ones through company life insurance to the value of three times your annual salary.
- ✓ Family-friendly culture (the doors are locked at 6pm!) and policies including enhanced maternity pay.
- ✓ Secure, free parking for all employees - taking some of the stress and cost out of getting to work.
- ✓ Bottomless free tea and Fairtrade 'Kingdom Coffee' available all day.
- ✓ Prayer meetings twice weekly, as well as a dedicated prayer space in our Tovey House office.
- ✓ Staff conferences and events to build relationships, equip and encourage.
- ✓ Access to an Employee Assistance Programme and a variety of staff wellbeing groups.



**STAFF DEVELOPMENT
THE BIRKMAN METHOD**

At Care for the Family, we use a self-assessment tool called The Birkman Method.

We use Birkman to help increase awareness of ourselves and others and improve communication and relationships. Birkman has been used all over the world for 65 years to develop leaders, improve teamwork, and help us gain insight into our usual style, interests, needs and stress behaviours.

If you are selected for interview you will be asked to complete a Birkman questionnaire online. This is useful to us as it helps to paint a comprehensive picture of an individual's personality and motivations.

Care for the Family is a Christian initiative to strengthen family life, offering support to everyone.
A registered charity (England and Wales: 1066905; Scotland: SC038497).
A company limited by guarantee no. 3482910. Registered in England and Wales.
Registered office: Tovey House, Cleppa Park, Newport, NP10 8BA.

