

Specialist Support Manager

Join the team





Who we are

Since 1988, Care for the Family has been a charity that exists to strengthen families. As an organization our vision has always been to not only provide help and support in the tough times, but to help families put down strong roots in the good times, helping them to weather the storms of life if and when they arise.

We offer courses, events and resources to promote and support thriving family life, as well as preventative care to assist families through crises and help prevent relational breakdown. We operate specialist initiatives such as our national befriending support, coming alongside families who are facing the most challenging of circumstances, including parenting children with additional needs or coping with the loss of a child.

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



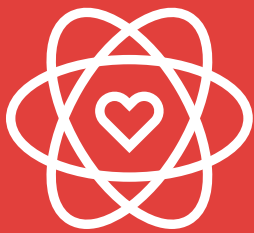
Our Mission

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 organization 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 affirm our statement of faith.

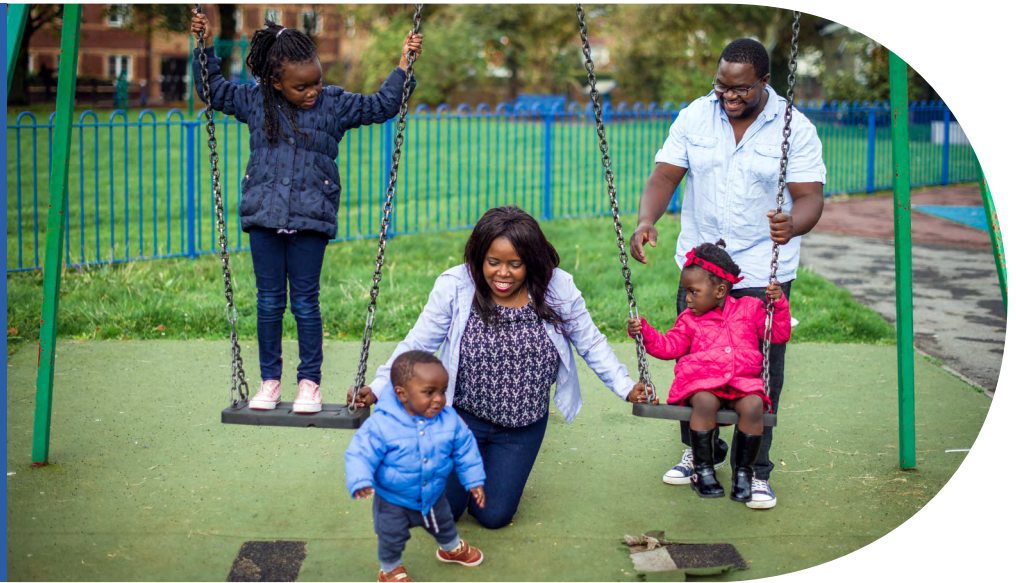
How our work helps

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.

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.

Specialist Support Manager

Role Description

- Hours:** Full time (37 hours per week). Part-time will be considered for the right candidate.
- Location:** Care for the Family, Tovey House, Newport, NP10 8BA
- Duration:** Maternity cover (1 year, fixed-term)
- Reports to:** Head of Engagement
- Salary:** £33,500–£38,500 per annum

The Specialist Support Team are part of the Engagement Department, providing support to family members experiencing particular challenges. Working on the frontline, the team seeks to offer support that is timely, accessible and compassionate, leaving people feeling better equipped, less alone and more hopeful for the future.

Each with lived experience, the Specialist Support Team members offer support to the widowed young, bereaved parents, single parents, and parents of children with additional needs. Our trained counsellors offer online or phone support to those who need it and our Bereavement Care Awareness Coordinator extends our support out into the community by training and equipping others to come alongside those who have been bereaved.

The role of the Specialist Support Team Manager is to develop and enable the team to continue to offer this high quality and invaluable service to those who need it most.

Key Responsibilities

- To ensure excellent, meaningful support for families accessing Care for the Family's specialist support services.
- To manage, develop and support the team who are delivering these specialist services.
- To further develop existing specialist support work within the charity as well as exploring new ways of extending our support to families, in line with key success criteria.
- To represent the work of the Specialist Support Team to the wider organisation whilst ensuring confidentiality at all times and that personal stories are sensitively and appropriately shared.
- To act as the Safeguarding Lead for Care for the Family.



Person Specification

Essential:

- Experience of managing within a specialist support environment or in a pastoral care setting.
- A friendly, personable and approachable manner.
- A keen understanding of the issues experienced by those who have been bereaved, are single parents or have children with additional needs.
- Understanding of counselling and/or support processes.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills and the ability to develop and manage relationships with both internal and external stakeholders.
- Good IT skills and experience of using databases.
- Excellent organizational skills
- Ability to drive and hold a valid UK driving licence.

Desirable:

- An understanding of befriending and different avenues of support.
- Personal experience of a challenging family situation.
- Experience of leading on safeguarding.



Additional Information

Due to the nature of the role and the organization, we believe that this post is subject to an occupational requirement that the postholder be a practising Christian under Part 1 of Schedule 9 of the Equality Act 2010. The postholder 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, permanent position. The salary will be £33,500–£38,500 per annum.

This position is 37 hours per week.

The position is offered subject to the satisfactory completion of a three-month probationary period.

Holiday entitlement is five weeks per annum, 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.



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.

