

**Manchester City Council
Role Profile**

**House Project Facilitator, Grade 6
Leaving Care Service, Children's & Education Directorate
Reports to: House Project Lead
Job Family: People Care and Support Direct**

Key Role Descriptors:

The role holder will work to provide direct support for service users and their families in accordance with statutory responsibilities and local and national policies and procedures in order to secure positive outcomes for the customer.

The role holder will work with City Council colleagues, partner agencies and stakeholders to effectively manage and plan for present and future risk situations of service users.

The role holder will assess and plan person-centred packages to meet the individual needs of service users to promote their independence.

The role holder will supervise and develop students and trainees and actively contribute to the development of other staff.

Key Role Accountabilities:

Develop and manage a relationship to support service users and their families in line with statutory obligations through complex decision making to allow service users to access improved future opportunities.

In conjunction with partner agencies and stakeholders, effectively assess and plan service users' individual needs to ensure positive outcomes for Manchester residents.

Develop positive and effective solutions in all aspects of service delivery and engagement, focusing on the quality of outcomes for service users.

Collaborate with internal and external colleagues and stakeholders to actively contribute to the development and delivery of the service within Manchester City Council and partner organisations.

Engage with stakeholders in the private and public sectors and across local communities to encourage a collaborative and transparent approach that promotes service users needs across a range of existing and new initiatives.

Efficiently maintain accurate and appropriate records in accordance with statutory targets and City Council, local and national policy and procedures to evidence achievement of service targets and improvements in delivery.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Leaving Care Service provides a statutory service to young people aged between 16-25 years who have been, or are Looked After by Manchester City Council.

The House project will work intensively with approximately 10 children in care and care leavers at any one time, to enable them to develop their own House Project, prepare them for independence and support them to secure their own long-term tenancy and maintain an EET pathway. Ongoing support will also be provided to young people who graduate from the House Project.

The House Project Facilitator will provide direct support to care leavers and young people in care who have been referred to the House Project, ensuring they have the maximum possible ownership of the project, maintain their membership and achieve good outcomes.

The postholder will have to work tenaciously, flexibly and in an entirely solution focussed and empowering way.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

General Skills

- **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- **Analytical skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Problem solving and decision making** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
- **Planning and Organising** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **ICT skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Admin skills:** Ability to develop and maintain effective systems in a rapidly changing environment.

Technical Requirements (Role Specific)

- Must hold a current valid Enhanced DBS (Disclosure and Barring Service) check.