



Family Support Services Manager

Job Description

Location:	KCYS, Áras an Phobail, Deans Lane, Tralee
Reports to:	Chief Executive Officer (CEO)
Member of:	Senior Management Team
Key Relationships:	Family Support Team, Senior Management Team, wider KCYS staff team, Tusla Commissioners and Social Work Management, statutory and community partners, and the Board of Management as required

KCYS provides a countywide Intensive Family Support Service, commissioned by Tusla, for children, young people and families experiencing significant and complex challenges. The service works primarily with families at higher levels of need, including children subject to child protection processes, children in care requiring placement support, and families where intensive intervention may prevent escalation or support reunification.

The service is relationship-based, trauma-informed, strengths-based and outcomes-focused. It works in partnership with families, Tusla and other professionals to strengthen parenting capacity, improve safety and wellbeing, support placement stability and achieve sustainable change. The post holder will lead the next phase of the service's development and will work in alignment with KCYS's mission, vision and values: Young Person Centred, Rights-Based, Empowering, Inclusive, Respectful and Non-Judgemental.

Job Summary

The Family Support Services Manager provides strategic leadership and operational management of KCYS's Intensive Family Support Service. As a member of the Senior Management Team, the Manager will lead a skilled multidisciplinary team, shape the future direction of the service, maintain strong commissioning and interagency relationships, and ensure that delivery is safe, effective, accountable and demonstrably improving outcomes for children and families.

Success in the Role

Success in this role will be demonstrated through:

- A high-performing, well-supported and accountable Family Support Team delivering consistently high standards of professional practice.
- Safe, effective and responsive service delivery that demonstrably improves outcomes for children, young people and families.
- Strong, constructive and appropriately boundaried relationships with Tusla and other statutory and community partners.
- Clear evidence of service quality, impact, organisational learning and value for money.
- Continued development of a sustainable, evidence-informed service that responds effectively to emerging needs.

Key Duties & Areas of Responsibility include:

Strategic Leadership & Service Development

- Provide clear strategic direction for the Intensive Family Support Service and lead its continued development in response to evidence, emerging need and the strategic priorities of KCYS.
- Develop and implement annual service plans and contribute to a longer-term vision for family support within KCYS.

- Participate fully as a member of the Senior Management Team, contributing to organisational planning, decision-making, governance and culture.
- Translate KCYS strategy and Tusla commissioning requirements into clear priorities, standards and expectations for the service.
- Identify opportunities for innovation, service improvement, collaboration and sustainable development.
- Promote a culture of accountability, learning, reflective practice and continuous improvement.
- Ensure that the voice and lived experience of children, young people and families inform service design, delivery and review.
- Lead the development of a clear theory of change and outcomes framework for the service.
- Use service data, research, feedback and practice learning to guide decisions and future development.
- Maintain a clear understanding of the service remit and ensure that requests outside agreed scope are identified, considered and escalated appropriately.
- Support organisational leadership on wider developments affecting children, young people and families.

Service Delivery & Quality

- Oversee the day-to-day operation of the service, ensuring timely intake, assessment, allocation, intervention planning, review and closure.
- Ensure referrals are prioritised according to need, risk, agreed eligibility criteria and staff capacity.
- Ensure interventions are child-centred, trauma-informed, evidence-informed, proportionate and responsive to the circumstances of each family.

Leadership & People Management

- Lead, support and supervise a multidisciplinary team, fostering a high-performing, values-led and psychologically safe working culture.
- Provide clear direction, effective delegation and consistent line management, including supervision, performance review and management of attendance and conduct as required.
- Maintain and monitor high professional standards in all areas of practice, recording, decision-making and service delivery.
- Identify workforce, training and capacity-building needs and work with HR and the CEO to plan for these.
- Promote staff wellbeing, resilience and reflective practice, recognising the demands associated with intensive and high-risk family support work.

Partnership, Commissioning & Influence

- Build and maintain a constructive, transparent and accountable commissioning relationship with Tusla.
- Act as the primary operational and strategic contact for the service with Tusla Commissioners, Principal Social Workers and relevant Social Work Managers.

Stakeholder Engagement & Interagency Work

- Represent KCYS professionally at monitoring and review meetings, interagency forums, child protection processes and strategic planning structures.
- Work with Tusla and other partners to maintain clear referral pathways, shared expectations, review arrangements and escalation processes.
- Support staff participation in Child Protection Conferences, network meetings, Family Welfare Conferences and court-related processes, ensuring high-quality professional contributions and reports.

Governance, Performance & Evaluation

- Ensure compliance with legislation, Children First, safeguarding requirements, GDPR, health and safety, ethical practice, KCYS policies and all relevant funding agreements.
- Lead the systematic collection, analysis and interpretation of service data, ensuring accurate and timely reporting.
- Develop meaningful measures of service quality, outcomes, impact and value for money, alongside required activity and performance reporting.

Reporting & Organisational Accountability

- Prepare and present clear, accurate and timely reports, analysis and recommendations to the CEO, Senior Management Team, Board of Management, Tusla and other stakeholders.
- Ensure effective communication within the service, across KCYS and with external partners.
- Lead the service's contribution to monitoring and performance review requirements under the Tusla Service Level Agreement.
- Identify and escalate significant service, safeguarding, workforce, financial, reputational or partnership risks in a timely manner.
- Maintain robust systems for case recording, information governance, complaints, feedback and quality assurance.

Financial & Resource Management

- Manage the service budget in partnership with the Finance Department, ensuring effective use of resources, strong financial controls and value for money.
- Monitor staffing and resource deployment against service demand and agreed priorities.
- Contribute to funding applications, service sustainability planning and the responsible development of additional opportunities.

Requirements:

Qualifications and Experience

- A relevant degree in youth work, community work, family support, social care, social work, education or another relevant discipline.
- A minimum of five years relevant professional experience, including significant leadership or management responsibility.
- Demonstrated experience of leading a commissioned, publicly funded or comparable service.
- Strong knowledge and experience of family support practice, programme management, service development and evaluation.
- Experience of working with child protection systems, Children First and relevant legislation and policy in Ireland.
- Strong working knowledge of child development, trauma, attachment, family systems, assessment approaches and evidence-informed interventions.
- Experience of building effective relationships with statutory agencies, multidisciplinary teams, families and community partners.
- Experience of outcomes measurement, impact evaluation, performance reporting or theory-of-change approaches is highly desirable.
- Substantial experience of people management, supervision and staff development.
- Excellent written and verbal communication skills, including the ability to prepare high-quality professional and governance reports.
- A full clean driving licence and access to a car are essential.
- Applicants must be eligible to work in Ireland.

Contract

- This is an initial 12-month fixed-term appointment, with funding confirmed for that period. The role is expected to continue and the organisation intends to retain the successful candidate on an ongoing basis, subject to continued annual funding and organisational requirements.
- Hours of work are 35 hours per week.
- Salary range €54,000 - €64,500, commensurate with experience and payable monthly.
- 26 days annual leave per annum.
- 28 days paid sick leave in a 12-month period, pro rata, following successful completion of probation.
- The role involves travel and KCYS Travel Expenses will apply.
- The post holder must be flexible in relation to working hours to meet the operational needs of the service. Some evening and weekend work may be required.
- Employment is subject to satisfactory Garda Vetting and reference checks.
- The post is subject to a probationary period.

Skills, Competencies & Attributes

- Strategic leadership capacity, with the ability to translate vision and organisational priorities into effective service delivery.
- Excellent relationship-management and influencing skills, including the ability to work constructively while maintaining clear professional and service boundaries.
- Strong knowledge of issues and trends affecting children and families in contemporary Ireland, particularly those experiencing complex need or risk.
- Sound judgement, analytical ability and confidence in making and communicating difficult decisions.
- Ability to lead service planning, implementation, evaluation and continuous improvement.
- Excellent report-writing, presentation, data-analysis and digital skills.
- Ability to prioritise competing demands, manage risk and deploy limited resources effectively.
- Ability to lead collaboratively, use initiative and operate with a high degree of professional autonomy and accountability.
- Commitment to child-centred and family-inclusive practice, participation, equality and professional boundaries.
- Resilience, adaptability and the ability to provide calm and credible leadership in complex circumstances.
- Commitment to reflective practice, learning, staff wellbeing and high professional standards.
- Integrity and a strong commitment to confidentiality, data protection and ethical practice.
- Commitment to KCYS mission, values and strategic direction.
- A clear ambition to strengthen the quality, impact and reputation of KCYS Family Support Services.