

Thank you for your interest in our Services Manager role. Please find in the next few pages information about our organisation, who we're looking for and how to apply.

Who we are

The Belay Foundation is a charity founded in 2020 from lived experience. We support families whose children have spent time in local authority care and are now in a permanent home such as adoptive, special guardian and kinship care families. We understand that our children have experienced early life trauma, attachment disruption and often conditions such as FASD, ASD and ADHD. This can mean challenges for family life.

Our purpose is to improve the lives of our families by providing practical support that is attachment-focused and trauma-responsive. We offer empathy and a deep understanding of our families' needs that comes from a perspective of lived experience. Our children's best hope for a positive futures lies in their relationship with their parents and our services are designed to support the parent-child relationship. We work in a way that prioritises relationships and assesses what works. Our values are: empathy, respect, professionalism, learning, partnership, and innovation.

This role

Over the past 6 years our services team have developed and delivered support to families that is highly valued for its practical nature and grounding in lived experience. This is an exciting time to join our growing team as we expand the number of families we support across England and Wales and increase the breadth of services we offer. If you have lived experience of adoption or kinship care alongside the skills, experience and qualities we're looking for that are detailed below, we'd love to hear from you.



Our work

During 2025-2026, we have supported over 400 parents, carers and professionals across our three main projects:

- 1) **Support to access trauma-responsive in-home care** that helps families find Specialist Support Workers to offer hands-on help with their children at home. Specialist Support Workers are offered training and ongoing supervision so they can best support our families and benefit professionally from their experience.
- 2) **Disability benefits advice** that seeks to prevent poverty for families and support parents and carers to obtain the benefits their children and young people are entitled to but may not know how to access.
- 3) **Trauma-responsive training** for those supporting families. We offer accredited DDP PACE (Dyadic Developmental Psychotherapy) training for professionals around a family such as Support Workers, Teaching Assistants and Social Workers.

We have ambitious plans for 2026-2027 to double the number of families we support through service innovation and strategic partnerships.

Our relational approach

Our work is founded on the principles of DDP (Dyadic Developmental Psychotherapy) to ensure that therapeutic relationships are at the heart of everything we do. We have the clinical support of two DDP Consultants, Dr Vicky Sutton and Dr Helen Kirkaldie. You can read more about DDP here:

<https://ddpnetwork.org>

What our families say

"Thank you so much for your help with our DLA form. We've just heard we've been awarded and it will make such a difference."
Parent using our DLA Support Pack

"I used to think everyone hated me but now everyone loves me!"
9 year old about his Support Workers



Helen, current Services Manager and Matt, Co-Chair of Trustees

Sarah, Founder and Services Director and San Ting, Co-Chair of Trustees

Role details

Job title: Sevices Manager

Salary: £37,000 FTE (0.4 FTE, £14,800 actual salary)

Location: Home-based, with occasional travel required for meetings, conferences, partnership activities, quarterly team away days and an annual Board away day.

Hours: 0.4 FTE (equivalent to 2 days per week, with flexibility over the working pattern to be agreed on appointment) with potential to increase hours, subject to funding.

Annual leave: 33 days per annum (including bank holidays) pro rata.

Contract: Permanent, subject to 3-month probation period.

Reporting to: Services Director

Recruitment closing date: 11:59pm on Sunday 18th October 2026

Purpose of the role

This is a rewarding and varied role, responsible for the safe, consistent and high quality delivery of our services. Working closely with the Services Director, the postholder will oversee the day-to-day running of services, coordinate the delivery of programmes and support, manage enquiries and referrals, and ensure families experience a responsive, compassionate and seamless journey through our services. You'll have a chance to play a key role in developing services that meet the needs of families, ensuring that what we offer remains responsive to the needs of children and families. The role is externally facing, building positive relationships with families, professionals and partner organisations, while working collaboratively with colleagues across communications, fundraising, finance and administration to ensure services are well promoted, efficiently delivered and effectively evaluated.



Responsibilities (1)

This Job Description reflects the full Services Manager role that the charity wishes to develop. Annual objectives will be agreed with the Services Director to ensure priorities are achievable within the role being 0.4fte.

Service Delivery and Operational Management

- Manage the day-to-day delivery of The Belay Foundation's services, ensuring they are safe, effective, well organised and delivered in line with agreed standards and procedures.
- Maintain an appropriate caseload, delivering information, advice, support and group facilitation within the scope of the role and competencies.
- Coordinate the planning, scheduling and administration of programmes, workshops, groups and one-to-one support.
- Maintain oversight of service capacity, waiting lists, referrals and resource allocation to ensure timely and responsive support.
- Develop, maintain and continuously improve service delivery systems, processes and documentation to ensure efficient and consistent delivery.
- Support the Director of Services in implementing new services and delivery models.

Family Journey and Enquiry Management

- Act as the operational lead for enquiries, ensuring prospective service users receive timely, empathetic and appropriate responses.
- Oversee referral, assessment and triage processes, ensuring families are directed to the most appropriate support.
- Ensure every family experiences a welcoming, trauma-responsive and well-coordinated journey from first contact through to completion of support.
- Build positive relationships with families, maintaining excellent communication throughout their engagement with the organisation.
- Liaise with external professionals where appropriate to support coordinated care and effective partnership working.

Quality Assurance, Monitoring and Evaluation

- Maintain systems for monitoring service activity, outcomes and impact.
- Ensure accurate, timely and high-quality recording of service delivery, outputs and outcomes.
- Review monitoring and evaluation data to identify trends, learning and opportunities for improvement.
- Work closely with the Director of Services to ensure data collection meets the requirements of funders, commissioners and organisational reporting.
- Support the production of impact reports, case studies and evidence for funding applications and organisational learning.
- Promote a culture of continuous improvement through reflective practice and learning from feedback.

Operational Responsibilities

- Ensure service information is accurately maintained within organisational systems.
- Support compliance with data protection, confidentiality, safeguarding and information governance requirements.
- Contribute to service planning, operational reporting and continuous improvement activities.
- Participate in team meetings, supervision, training and reflective practice.
- Undertake any other duties appropriate to the role and level of responsibility.

Responsibilities (2)

Volunteers and Practitioner Coordination

- Coordinate and support volunteers and contracted practitioners involved in service delivery.
- Ensure volunteers receive appropriate induction, support, communication and recognition.
- Assist with recruitment, onboarding and ongoing development of volunteers.
- Support practitioners with scheduling, communication and operational requirements.
- Promote collaborative, trauma-informed and values-led practice across everyone involved in service delivery.

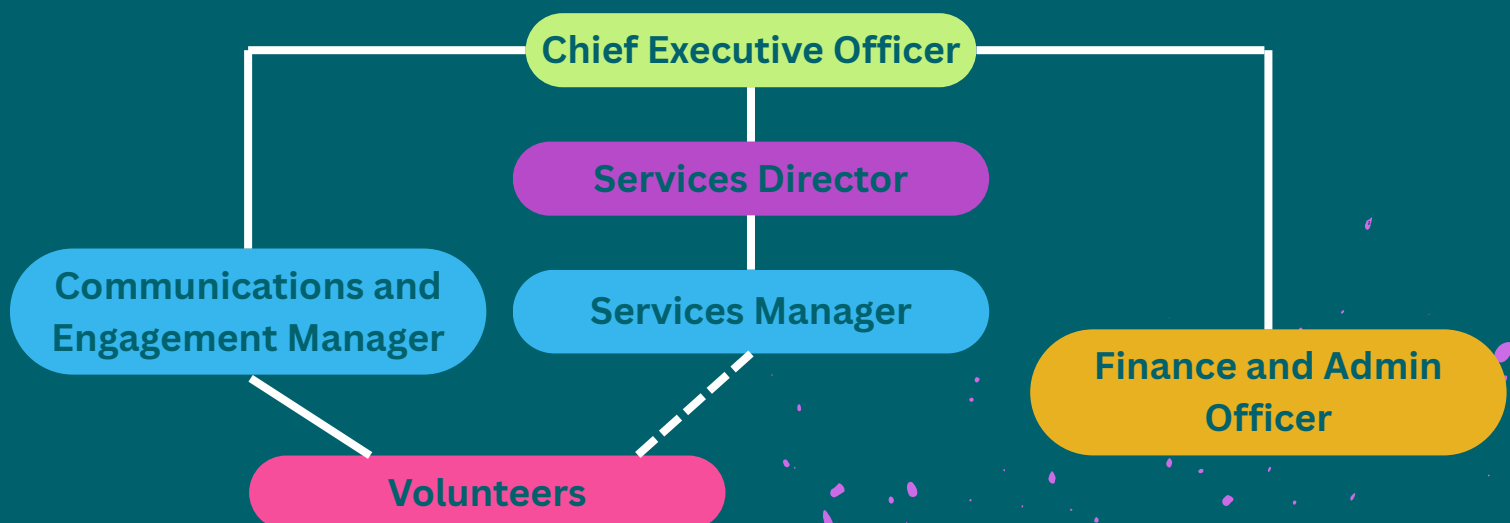
Safeguarding and Quality

- Act as Deputy Designated Safeguarding Lead (DDSL), supporting the Director of Services in maintaining effective safeguarding practice across the organisation.
- Respond appropriately to safeguarding concerns, escalating to the Designated Safeguarding Lead where required.
- Ensure safeguarding procedures are consistently followed throughout service delivery.
- Maintain accurate safeguarding records and contribute to safeguarding reviews and learning.
- Promote a culture of safety, wellbeing and professional accountability.

Partnership Working and Collaboration

- Build positive relationships with families, professionals and partner organisations involved in service delivery.
- Work closely with the Communications and Engagement Manager to promote services, communicate opportunities and maximise participation.
- Work collaboratively with the Finance and Administration Officer to ensure efficient administration, bookings, reporting and financial processes relating to service delivery.
- Represent The Belay Foundation positively in meetings, networks and events as appropriate.

Organogram



Who we are looking for

Essential

Qualifications and Professional Knowledge

- Professional qualification or equivalent experience in social work, family support, counselling, education, psychology, youth work or a related field.
- Good knowledge of developmental trauma, attachment, therapeutic parenting and trauma-informed practice.
- Some understanding of safeguarding responsibilities relating to children, young people and families.
- Understanding of monitoring, evaluation and outcome measurement within service delivery.

Experience

- Professional or Lived experience of adoption or kinship care
- Experience of coordinating or managing services within a charity, public sector, education, health or family support environment.
- Experience of managing referrals, enquiries and/or client journeys.
- Experience of delivering or coordinating family support, workshops, groups or community services.
- Experience of developing or improving operational systems and processes.
- Experience of collecting, analysing and reporting monitoring and evaluation data.
- Experience of working collaboratively with volunteers.
- Experience of partnership working with professionals and external agencies.

Skills and Abilities

- Excellent organisational and operational management skills.
- Strong communication and relationship-building skills.
- Ability to manage multiple priorities and coordinate competing demands.
- Ability to develop effective systems and improve operational processes.
- Ability to analyse information and use data to improve services.
- Strong attention to detail and commitment to high-quality record keeping.
- Ability to work independently whilst contributing positively to a small collaborative team.
- Excellent IT skills, including confidence using databases and Microsoft Office or equivalent systems.

Personal Qualities

- Passion for improving outcomes for children and families.
- Commitment to the values and mission of The Belay Foundation.
- Compassionate, approachable and relationship-focused.
- Highly organised, proactive and solution-focused.
- High levels of integrity, professionalism and accountability.
- Commitment to equality, diversity, inclusion and anti-discriminatory practice.

Desirable

- Experience of volunteer coordination or management.
- Experience of supporting service evaluation or impact reporting for funders.
- Training in trauma-informed practice, attachment or therapeutic parenting approaches.
- Experience using CRM or case management systems.
- Knowledge of the adoption, kinship care and special guardianship sectors.
- Knowledge of Dyadic Developmental Practice.

How to apply

Please send your **CV and a covering letter to recruitment@thebelayfoundation.org.uk by 11:59pm on Sunday 18th October 2026** showing your experience and describing why you feel the role is a good fit for you. Please use 'Services Manager Application' as your email heading.

Successful candidates will be required to provide details of two referees and complete an enhanced DBS check before starting.

The Belay Foundation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are expected to share this commitment.

Recruitment process dates

Closing date for applications: 11:59pm on Sunday 18th October 2026*

Online interviews: week commencing 2nd November 2026.

*We reserve the right to close applications one week early should we receive a very high number of candidates.

