

## **JOB DESCRIPTION**

**POST OF:** Director of Children and Family Services  
**RESPONSIBLE TO:** Chief Executive

### **MAIN ROLE**

This role will provide strategic leadership, direction, and oversight of all services supporting children, young people, and families. As this area is heavily reliant on charitable income the postholder will also provide strategic leadership and oversight of CrossReach's fundraising and engagement activities. Working with a specialist Head of Fundraising you will ensure the development of innovative campaigns, partnerships, and initiatives that secure sustainable income and raise the organisation's profile.

To ensure the highest standards of care, safeguarding, and compliance with statutory requirements while driving innovation and best practice across services. The role will focus on delivering positive outcomes, developing service models that respond to the needs of children, their families and caregivers, and fostering strong partnerships.

As a member of the Corporate Management Team, the Director will contribute to the overall vision, growth, and sustainability of CrossReach, ensuring services are child-centred, outcome-focused, and aligned with regulatory and contractual requirements.

### **MAIN DUTIES**

#### **Leadership, Developing and Managing Others**

- To operate as a member of the Corporate Management Team taking joint responsibility for corporate decision making and reporting to the CrossReach Board.
- Provide leadership to the Children and Families services across a number of diverse geographical locations. Model CrossReach values and ensuring a strong culture of safeguarding, participation and child-centred practice.
- Lead, develop and support senior managers within the Children and Families Directorate to achieve excellence in their roles.
- Responsible for overall management of all human resource issues ensuring staff are empowered, motivated and supported in their professional development.
- Take an active part in the corporate roles as are required of senior managers including discipline, grievance, recruitment and selection, corporate financial planning, governance groups and development of corporate services.

## **Planning and Developing Services**

- Develop and implement strategic plans for Children and Families services in line with CrossReach priorities and local and national social care strategies.
- Oversee the development, delivery and evaluation of service models that respond to identified needs and deliver measurable outcomes.
- Ensure services are responsive to local community needs and reflect the voices of children, young people and families.
- Ensure compliance with CrossReach policy, legislative and Government requirements, including the Children and Young People (Scotland) Act 2014, The Promise, and other legislation as relevant.
- Explore new opportunities for integration between services, other directorate areas and development of new services to address unmet need and help to tackle child poverty in Scotland.
- Work to relevant guidelines for external management as laid down by regulatory or other relevant bodies.

## **Effective Decision Making**

- Work closely with Heads of Service to ensure high quality service delivery and prioritisation of resources.
- Take joint responsibility for corporate decision making and Council reporting/involvement as a member of the Corporate Management Team.
- Ensure that expenditure is in line with the budget and take appropriate action where necessary.
- Assess and manage risk, ensuring compliance with statutory requirements, safeguarding standards, and regulatory frameworks.
- Anticipate challenges and identify opportunities to strengthen services, partnerships and funding streams.

## **Corporate Working and Relationships**

- Represent CrossReach at appropriate opportunities, acting as an ambassador to promote its purpose, vision and values.
- Promote a positive image of CrossReach in line with its ethos and values
- Contribute proactively to the corporate management team, shaping organisational strategy and policy.

- Build and maintain strong partnerships with external stakeholders such as Scottish Government, commissioners, local authorities, churches and community organisations.
- Ensure the fundraising and engagement team develop campaigns, partnerships, and initiatives that raise the profile of the organisation and secure financial support.

### **Commitment to Quality and Service Improvement**

- Ensure services are delivered to the highest standards, with robust systems in place for monitoring, evaluation and continuous improvement.
- Drive a culture of learning and reflection, using feedback from children, families, staff, and stakeholders to improve practice.
- Keep abreast of policy, research and sector developments to inform service innovation and evidence-based practice.
- Encourage cultural change programmes and service reconfiguration projects.

### **Stewardship of Resources**

- Take accountability for the effective management of budgets, contracts, and resources within Children's and Families services.
- Ensure that fundraising and engagement activities contribute effectively to the organisation's financial sustainability.
- Seek opportunities for efficiency and value for money while maintaining high-quality services.
- Oversee governance, compliance and reporting requirements, ensuring transparency and integrity in all areas of responsibility.

### **Christian Leadership**

- Ensure all services reflect the CrossReach Christian Ethos and vision.
- Ensure internal meetings commence with Christian worship and daily devotions are integral to the organisation.

## **PERSON SPECIFICATION**

### **Essential**

#### **Qualifications**

- Relevant professional qualification in social work or a related discipline.

#### **Knowledge and Experience**

- Extensive senior leadership experience within children's social care, family support, or a related sector.
- Strong track record of developing, delivering, and improving services for children, young people, and families.
- Demonstrable experience of safeguarding leadership and working within statutory and regulatory frameworks.
- Proven ability to lead multidisciplinary teams and manage senior managers, including those in operational and fundraising roles.
- Experience of working collaboratively with commissioners, statutory agencies, and voluntary/community partners.
- Sound financial acumen, with experience of budget management, resource allocation, and funding oversight.
- Evidence of driving organisational growth, innovation, and positive outcomes for children and families.

#### **Skills and Abilities**

- Strategic thinker with the ability to translate vision into operational reality.
- Excellent leadership, motivational, and people management skills.
- Strong communication and influencing skills, with the ability to represent the organisation at senior levels and build credible relationships.
- Ability to analyse complex information and make informed, timely decisions.
- Capacity to lead change and embed a culture of continuous improvement.
- High level of integrity, resilience, and emotional intelligence.

#### **Values and Commitment**

- Passion for improving the lives of children, young people, and families.
- Commitment to safeguarding and promoting the welfare of children and young people.
- Strong advocate for equality, diversity, and participation in services and the workplace.
- Willingness to work flexibly

## **Desirable**

- Experience of leading fundraising or income-generating activities within a charity or social care organisation.
- Understanding of commissioning processes and funding landscapes affecting Children and Families services.
- Knowledge of national policy drivers and emerging trends in children's social care and family support.
- Experience of influencing policy or contributing to sector-wide initiatives.

## **Christian Leadership**

To embody and reflect Christian love and care by upholding our values and sharing our faith in meaningful and practical ways, to influence CrossReach strategy and the delivery of social care across Scotland.

To ensure organisational culture positively promotes our Christian Ethos, and this ethos underpins CrossReach policies and procedures, and Christian resources are readily available to services. To support staff in their spiritual wellbeing and foster a faith-based, compassionate working environment.

To lead and actively participate in devotions, offer prayer with or for individuals, and provide or read from Christian faith-based resources. Resources and support are provided.

As we do our work in Christ's name the job you have applied for requires you to have a Christian faith and be able to work within and uphold our Christian Ethos. This is an Occupational Requirement under Part 1 of Schedule 9 to the Equality Act 2010.

## **Personal**

The postholder will be required to travel across Scotland therefore a UK driving licence is essential