

Project Manager – Online Adoption Support Job Description

Line manager: Director of Business Development

Direct reports: Volunteer Online Adopter Supporters

The Role

PACT, a voluntary adoption agency, has been at the forefront of adoption services for over 60 years and works with local authorities across the country. With our Outstanding rating with Ofsted, we work with a high degree of flexibility and innovation and work with a range of adopters from all backgrounds, including those from black and minority ethnic heritage and the LGBT community.

Through a brand new programme of work, funded by the Department of Education, PACT will be offering adopters and adopted families, therapists and education practitioners enhanced online support and training.

The online adoption support project manager is a new role and will take the lead on the implementation of the new suite of online adoption support tools for adopters, with four main areas of focus:

- To develop and implement the delivery of the online adopter support network, ensuring it is resourced and operates successfully
- To recruit and train the new team of volunteer online Adopter Supporters who will be providing the online peer support
- To provide the volunteer online adopter supporters with support and supervision
- To lead on embedding the new online adoption support services offer into business as usual for PACT

Key Tasks

O	To work collaboratively with the project team, adoption support team and external partners to ensure the project is delivered to time and to budget
O	To take the lead on embedding the new suite of online support tools, supporting PACT adoption support staff and families in maximising support opportunities from the new digital service provision
O	To manage the online adopter support network, ensuring it is resourced and meets its delivery requirements, including the training and support of the volunteer adopters who will be providing the online support service
O	To work with the PACT HR team to recruit and train a pool of volunteer online adopter supporters; to work with the PACT adoption trainer and adopter champions team leader to pilot the training for adopter champion online peer mentors

O	To deliver face to face training for volunteer online adopter supporters; to evaluate the effectiveness of the training for the volunteer online adopter supporters
O	To provide monitoring and evaluation for the online adopter support network service, producing regular and accurate reports as required
O	To establish, facilitate and contribute to focus groups as required, with the aim of engaging adopters and young people in the development of all learning models
O	To attend regular project team meetings
O	To ensure effective project administration and that all records and information are stored correctly and able to be accessed by all members of the project team
O	To build effective and collaborative working relationships with key stakeholders
O	To ensure data protection requirements are met as the project develops
Other Duties	
O	To undertake any other duties deemed commensurate with this post as directed by the line manager
O	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
O	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times

Person specification

Essential Attributes	
O	A strong team player with a collaborative working style
O	Proven experience of recruiting, training and supporting staff, students and/or volunteers
O	Ability to communicate effectively with people at differing levels
O	Competent and confident facilitator and trainer
O	Competent in the use of a range of IT tools, including: Email (Outlook), Word and Excel
O	Creative skills to find clear and interesting ways of delivering training and to generate new ideas
O	Ability to plan work and prioritise, for self and others, in order to meet strict deadlines
Desirable Attributes	

<input type="radio"/>	Experience of working in an adoption agency or adoption support agency
<input type="radio"/>	Understanding of the needs of looked after children
<input type="radio"/>	Experience of designing and writing training content and materials
<input type="radio"/>	Experience of managing or supporting the delivery of helplines, counselling services or self-help provision