



Programmes Manager - Kinship Navigator
Services & Digital Department

Information for applicants for the post of: *Programmes Manager – Kinship Navigator*

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details:

Job title: Programmes Manager – Kinship Navigator

Responsible to: Director of Services and Digital

Duration: 18-month contract (22 January 2026 – 22 June 2027)

Location: Home-based or hybrid (based in Kinship's Vauxhall Office, London) with travel to office / meeting locations as required (for key meetings and collaborations)

Working Hours: 21 hours (0.6 FTE)

Salary: £36,136 (out of London) or £39,439 (inclusive of London weighting) pro rata. This includes a £2,500 remuneration for Deputy Safeguarding Lead duties.

Direct reports: 5 x direct line reports

Leave allocation: 30 days annual leave FTE, plus bank holidays pro rata for part time hours (1 April to 31 March).

About Kinship:

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

Context:

Kinship is undertaking a major feasibility Randomised Controlled Trial (RCT) of Kinship Connected. This is aligned with recommendations set out in the Kinship Care Practice Guide published by Foundations (2024) and builds on evidence from the Kinship Navigator intervention of support for kinship carers in the USA.

This feasibility RCT is a complex, multi-partner programme involving:

- An active funding partner
- An independent evaluation team
- 5 participating local authorities (to be confirmed)
- Internal delivery teams and cross organisational services
- Kinship carers and lived experience subject experts

This role leads and supports the staff team delivering **one-to-one navigator-style** support to kinship carers as part of the Kinship Connected feasibility randomised controlled trial. You will ensure the team provides consistent, high quality, relational support that reflects Kinship's values and trauma-informed practice.

You will work closely with the **Mobilisation and Delivery Project Manager** and will share responsibility for ensuring high quality performance across the feasibility trial. You will both work closely with the core project team and partners.

The Programmes Manager leads **practice quality, staff development, safeguarding and relational delivery**. The Mobilisation and Delivery Project Manager leads **operational quality, systems, processes, data and compliance**. Together you make sure the trial is delivered ethically, consistently and to a very high standard.

You will be expected to collaborate closely, share insight proactively and problem solve together so the team feels aligned, well supported and confident throughout the delivery of the feasibility trial.

As one of Kinship's deputy safeguarding leads, you will hold significant responsibility for safeguarding culture, escalation and reflective support.

Purpose of the role:

To lead, develop and support a high performing team of Kinship Family Workers delivering high quality, evidence-informed support to kinship carers as part of the feasibility randomised controlled trial.

To ensure excellent practice, supervision, safeguarding, case management and relational support.

To make sure the team is confident, consistent and delivering to a high standard.

What you'll be doing:

Practice leadership and service delivery

- Lead the day-to-day practice and relational delivery of the Kinship Connected (Navigator) support model.
- Support Kinship Family Workers to deliver high quality, trauma-informed and strengths-based support to kinship carers.
- Ensure clear case management, boundaries, risk management and reflective practice.
- Embed the delivery approach set out in the Intervention Protocol and Kinship Navigator Service Manual.
- Work with the Mobilisation and Delivery Project Manager to maintain fidelity to the model while sustaining high relational quality.
- Ensure equity, accessibility and inclusion in all aspects of delivery, with particular focus on minoritised ethnic kinship families.

Staff leadership and line management

- Provide high quality line management, reflective supervision and pastoral support to Kinship Family Workers.
- Build confidence, capability and professional judgment across the team.
- Support staff wellbeing and model Kinship's values in all leadership behaviours.
- Hold staff accountable for delivery expectations, documentation and practice standards.
- Identify development needs and ensure staff have the training and knowledge they need to deliver effectively in a feasibility trial environment.

Monitoring, performance and data quality

- Ensure staff accurately record case notes, assessments and required data.
- Work with the Mobilisation and Project Manager and evaluator to monitor data completeness and timeliness.
- Use insights from Salesforce and case files to guide staff learning and practice improvement.
- Ensure staff engage with feedback loops and contribute to learning that supports a future full RCT.

Local authority and partner relationships

- Build positive and collaborative relationships with participating local authorities.
- Support discussions on recruitment, referral quality, challenges and opportunities.
- Ensure local authorities understand the delivery model and referral expectations.
- Represent Kinship confidently and professionally in meetings.

Quality, culture and continuous improvement

- Champion reflective practice, curiosity, learning and trauma-informed approaches.
- Support co-production and lived experience involvement in delivery improvements.
- Contribute to service design and programme refinement alongside internal colleagues and the Project Manager.

Collaborative working with the Mobilisation and Delivery Project Manager

- Work closely and proactively to ensure smooth delivery and shared problem-solving.
- Act as the practice counterpart to the Project Manager's operational leadership.
- Support with insight from frontline delivery to inform recruitment, referral flow, consent processes and quality assurance.
- Make sure the staff team understands and can confidently follow the operational requirements of the feasibility trial and follows agreed processes.
- Collaborate on risk mitigation, delivery improvements and rapid-cycle learning.

Safeguarding leadership

- Act as a deputy safeguarding lead for Kinship (Level 3 Safeguarding and above).
- Provide reflective support and risk planning for staff.
- Respond to safeguarding concerns in a timely and appropriate way.
- Support colleagues across Kinship to strengthen safeguarding knowledge, confidence and practice.
- Maintain high quality records and contribute to organisational safeguarding reporting.

Team culture

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute up to date understanding of kinship care.
- Deliver effective administration with attention to detail and keeping to deadline.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

Knowledge, abilities, skills and experience:

Essential:

- Strong experience leading frontline delivery teams providing emotional, relational or social care support.

- Proven track record ensuring high quality casework, assessments, boundaries and risk management.
- Experience delivering strengths-based, trauma-informed and evidence-informed approaches.
- Substantial experience in line managing practitioners, delivering reflective supervision and supporting wellbeing.
- Experience leading high performing dispersed teams with confidence, consistency and compassion.
- Experience managing change and supporting staff through shifting delivery requirements.
- Strong background in safeguarding decision making, case discussions and organisational safeguarding culture.
- Experience acting as a safeguarding lead or key escalation point.
- Experience working with commissioners, local authorities or multi-agency partners to deliver consistent, high-quality services.
- Experience representing a programme or service in external meetings and confidently influencing stakeholders.
- Experience using case management systems (such as Salesforce) and performance data to drive practice improvements.
- Experience contributing to learning, service design and programme refinement.
- Skilled in creating psychologically safe, reflective environments where staff feel supported and guided.
- Confident at setting expectations, maintaining boundaries and coaching staff to improve.
- Strong ability to model professional behaviours and Kinship's values.
- Strong clinical or practice judgment with the ability to guide staff through risk, complexity and sensitive situations.
- Skilled at maintaining consistent, high quality case records and practice documentation.
- Excellent verbal and written communication skills with the ability to represent Kinship professionally.
- Skilled at building rapport quickly with staff, partners and local authorities.
- Able to communicate practice insights clearly to inform operational or strategic decisions.

General characteristics and attributes

- A real commitment to equity, diversity and inclusion within your role.
- A respectful approach to working with people from a range of backgrounds.
- Understanding of safeguarding particularly around vulnerable families.
- Commitment to the values, aims and objectives of Kinship.
- Flexible and willing to travel for work across England.
- Excellent written and spoken English.
- Permission to work in the UK.

Desirable:

- Lived experience of kinship care.
- Understanding of embedding trauma-informed approaches
- Experience of working across two nations (England and Wales) would be helpful
- Experience using Salesforce (our CRM and case management system), Asana (our project management system), Notion (our manualisation platform) and general AI tools
- Understanding of children's social care

Key behaviours required:

Personal attributes:

- Calm under pressure and in difficult situations
- Clear, straightforward communication
- Curious
- Self-aware
- Creative and innovative
- Detail orientated
- Organised
- Resilient
- Assertive and firm

Behaviours:

- Takes accountability for delivering well
- Solutions focus; can do attitude.
- Positive attitude and approach
- Respectful
- Professional
- Empathic, sensitive, tactful

Your main relationships will be with:

- Director of Services and Digital
- Programmes Team
- Research Manager
- Database Manager
- CEO and Executive team
- Finance team
- Funders
- Evaluation partners
- Kinship carers
- Local authority partners
- Statutory, voluntary sector and community organisations

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers." **(Staff member at Kinship)**

We want to offer you the best place to work. Our people are friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion:

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information:

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability that you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply:

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications so please apply early!

Please apply for the role of **Programmes Manager – Kinship Navigator** by sending a **CV** and **responding on CharityJobs to these 5 questions:**

1. What is it about Kinship's mission and values that motivates you to lead the delivery of relational support for kinship carers, and how would these values shape your approach as a Programmes Manager?
2. Describe a time you led or supported a team delivering emotional or relational support. How did you ensure consistent, high-quality practice?
3. Give an example of how you have developed or supported practitioners through reflective supervision, coaching or managing difficult practice situations. What approach did you take and why?

4. Describe a situation where you had to make or support a safeguarding decision. How did you balance risk, judgement and support for staff?
5. Tell us about a time you worked with a local authority, commissioner or another external partner to resolve a challenge or improve delivery. What did you do?

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your application reflects those points in the requirements very clearly.
- Tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to focus on your knowledge, skills and experience.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check, and your application will be rejected if you do.

Key dates:

Apply:	Via CharityJobs
Application deadline:	11.59pm, Sunday 4 January 2026
First interview:	Friday 9 January 2026 (online)
Second interview:	Wednesday 14 January 2026 (in-person, London)

If you would like further information or an informal chat about this role, please contact recruitment@kinship.org.uk

Conditions of employment and what we offer:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded, for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.
- We close for 3 days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development:

We are committed to developing and enhancing the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Charity Worker Discount

Travel:

For this role, there may be occasional travel within the UK. There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and passionate about doing their best for kinship carers.

We will **guarantee interviews** to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.