

SEFTON MBC – LOCALITIES Job Description

Post: Operational Family Hub Manager

JE Number A4361

Base: Any Location in Sefton

Grade: J

Responsible to: Locality Family Hub Manager

Responsible for: Family hub managers

Job Purpose

- To provide a focus on practice and performance across Family Hub workforce driving improvement and development
- To utilise evidence from quality assurance and performance data to ensure a high quality and accessible universal and targeted service which promotes the welfare of children and families in the local community across a number of delivery points.
- To support the Family Hub Group Manager in providing management and direction to a multi-agency team modelling and driving effective practice across the Family Hubs ensuring the right support is available to the right families at the right time so they can thrive
- Support the Family hub Group Manager to lead, direct, and implement strategies to develop multi-agency Family Hub services in conjunction with partners.
- To support the development of Family Hubs responding to new challenges, priorities and requirements whilst maintaining the Council's professional and legislative requirements using resources in the most effective manner.
- To support the development of trauma informed practice across the service and partnership. Ensure that all assessments, plans, interventions and direct work reflect trauma informed practice.
- To support the Family Hub Group Manager ensuring the right balance between casework and providing support to the local communities, schools and partner agencies to establish and maintain an effective service for children and their parents.

MAIN DUTIES

1. Alongside Family Hub Group Manager, monitor service performance and recommend improvements. Undertake quality control, service and case auditing systems. Analyse and identify performance trends. Take a proactive approach to addressing issues of drift and delay in cases.
2. Manage Family Hub team members bringing together the Family Hub offer. Undertake supervision and performance development reviews and implement mentoring, training and personal development as required.
3. Support the delivery of high quality casework and management oversight of Early Help Interventions whilst embedding a Team around the Family approach.
4. Ensure the delivery of Early Help interventions and effective case management by ensuring all centres effectively assess and identify levels of risk, vulnerability and need, and are accountable for case decisions based on professional judgement, user involvement, needs led assessment, critical reflection and in-depth analysis.
5. Promote best practice across the service and ensure operational delivery complies with Safeguarding legislation, regulations and other policies and procedures.
6. Ensure the consistent use of systems across Family Hubs ensuring the effective provision of accurate, contemporary, high quality records which are reviewed according to defined timescales.
7. Support the Family Hub Group Manager to recruit staff and succession plan when required and be responsible for the allocation of staff resources to achieve operational efficiencies
8. As a member of the management team for the Family Hubs contribute to the development and implementation of strategic and policy developments, promoting best practice across Family Hubs drawing on local and national initiatives.
9. Drive forward collaboration and partnerships with other council departments, partner agencies, Voluntary, Community and Faith Sector and Health in order to prioritise, provide and co-ordinate activities in the locality and ensure that services are responsive to local need, cohesive, integrated, and jointly actioned and avoid duplication.
10. Consult with Sefton residents and use information gathered through this consultation to develop, implement and monitor team plans and service delivery.
11. Ensure the delivery of safeguarding services to children and young people. Policies, procedures and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.

12. Manage and direct 0-19 services via a number of delivery points within a locality area. In partnership with the Family Hub Group Manager monitor and evaluate demand to inform strategies and amend future work plans to address new challenges and priorities. This will include the analysis of key performance indicators, and other assessment methods.

13. In partnership with the Family Hub Group Manager develop, implement and monitor the 0-19 offer across a number of delivery points in accordance with agreed frameworks, guidance or inspection requirements to achieve a high standard and quality service to children and families that is efficient, effective, sustainable and safe.

14. Audit local need through appropriate forums for consultation and engagement and deliver a responsive service which addresses local need.

15. Responsible for the continued integration and development of internal and external partnerships.

16. Prepare supporting documentation and attend where requested any relevant reporting boards

17. Alongside the Family Hub Group Manager ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with the Data Protection Act 1998 and the local government common law duty of confidentiality.

18. Support the delivery of multi-agency forums within their locality to ensure resources across the partnership are effectively targeted and create good relationships with early education and childcare providers, local schools, other agencies and the local community, working in partnership to support vulnerable children and their families.

19. Work collaboratively with partner agencies to ensure seamless and co-ordinated offer to a wide and diverse population. Promote and co-ordinate day to day inputs of other agencies, including providing knowledge and advice for team members and ensuring professional boundaries are set and maintained.

20. Establish and maintain effective working relationships with statutory and voluntary agencies to ensure a high standard of service to families. Managing conflicting priorities and urgent situations.

21. Ensure that complaints are fully investigated in line with the Service's complaints procedure.

22. Assist with or as delegated, take responsibility for staff recruitment and selection procedures and appointments.

23. Maintain own Continuous Professional Development and develop a high level of professional knowledge through research, and reading, providing a source of expertise and developing specialist knowledge as required. To maintain and develop the required management knowledge and expertise.

24. Lead a team of staff including induction, training and personal development, absence management, retention, grievance/discipline/capability, succession planning, workforce planning

SPECIAL CONDITIONS

1. A car allowance mileage rate payable as appropriate.
2. The post holder will be required to move between locality delivery points depending on the needs of the service.
3. The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order. For further information, please refer to DBS filtering guidance at www.gov.uk/dbs.
4. Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.
5. Undertake, and participate in training, coaching and development activities, as appropriate
6. The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

All staff has a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the post holder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

Date May 24
Designation Service Manager Early Help

PERSON SPECIFICATION

Personal Attributes Required	Essential (E) Or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
<ul style="list-style-type: none"> Relevant Academic (English and Maths at GCSE) 	E	A
<ul style="list-style-type: none"> Professional Qualification / management Qualification 	D	A
<u>Knowledge and Experience</u>		
<ul style="list-style-type: none"> Significant experience of working within an Early Help provision (children's services/early years/primary education/child health) in a managerial position 	E	A
<ul style="list-style-type: none"> In depth knowledge of legislation, policies and procedures in relation to children, young people and their families, including safeguarding processes and the ability to ensure due consideration of associated risk factors. 	E	A/I
<ul style="list-style-type: none"> Experience of managing a team of staff, and have knowledge of Council policies including managing performance, sickness absence, dignity at work and code of conduct 	E	A
<ul style="list-style-type: none"> Experience of implementing strategies and key changes to service delivery to meet demand. 	D	A/I

<ul style="list-style-type: none"> An understanding of how trauma impacts on children and families and how trauma informed principles shape practice 	E	A/I
<ul style="list-style-type: none"> Knowledge of equal opportunities and anti-discriminatory practice and a personal commitment to ensure offers are accessible and appropriate to the diverse needs of residents. 	E	A/I
<ul style="list-style-type: none"> Experience of ensuring high standard customer care is embedded within all work practices 	D	A/I
<u>Skills and Abilities</u>		
<ul style="list-style-type: none"> Excellent interpersonal skills and the ability to engage effectively with the community to facilitate needs lead interventions and improve outcomes for residents. 	E	I
<ul style="list-style-type: none"> Ability to work effectively with partners and create good working relationships, including co-ordinating multi-disciplinary initiatives with other agencies. 	E	A/I
<ul style="list-style-type: none"> Ability to performance manage and ensure compliance with KPIs as appropriate. 	E	A/I
<ul style="list-style-type: none"> Ability to set achievable targets, co-produce work plans and prioritise work for staff to obtain required outcomes. 	E	A/I
<ul style="list-style-type: none"> Ability to monitor and analyse demand in order to measure effectiveness and efficiency of Family Hubs 	E	A/I
<ul style="list-style-type: none"> An ability to communicate clearly and effectively both verbally and in written form. 	E	A/I
<ul style="list-style-type: none"> Excellent negotiation and problem-solving skills. 	E	A/I
<ul style="list-style-type: none"> Have a good understanding of external scrutiny practices which includes inspection regimes 	E	A/I

<ul style="list-style-type: none"> • Excellent interpersonal skills to build good relationships with colleagues, partners and most importantly children and families 	E	A/I
<ul style="list-style-type: none"> • Ability to thrive in a fast-moving environment and be able to deal with a varied and high-profile workload 	E	A/I
<ul style="list-style-type: none"> • Ability to engage employees, partners, and the community as part of the vision and to utilise coaching techniques to motivate and build confidence of staff 	E	A/I
<ul style="list-style-type: none"> • Ability to apply effective and innovative strategies to meet the needs of the service 	E	A/I
<ul style="list-style-type: none"> • Ability to support the development of strategy and implementing work plans to improve service delivery • 	E	A/I
<u>OTHER</u>		
<ul style="list-style-type: none"> • Satisfactory DBS check 	E	A/I
<ul style="list-style-type: none"> • Must be legally entitled to work in the UK 	E	A/I
<ul style="list-style-type: none"> • Evident commitment to personal continued Professional Development. 	E	A/I

A=Application form

I=Interview