

Role Title	Lead Family Support Manager
Job Family	Families
Location	Early Help
Pay Range / Scale	Indicative PO4
Purpose	
To lead, manage and develop Family Support Services and support to the delivery of integrated and comprehensive early intervention services for Waltham Forest's Children and Family Centres.	
Generic Accountabilities	End Results/ Outcomes
Manage the work of a team to ensure the provision or co-ordination of direct care to clients. The service provided meets the priorities of demand within the available resources.	The service provided meets all operational requirements, within organisational constraints. Provision of timely practical and personal care to clients assessed as eligible for the service.
Manage a team of staff.	Work is allocated and scheduled appropriately. Team completes all work on time and to the required standards. Recruitment, induction, performance review, development and employee relations matters are supported effectively and all related HR processes are completed to the required standards and timescales.
Provide specialist advice to colleagues, customers and stakeholders. Respond to escalated or complex customer issues within the specialist area.	Specialist advice and information is accurate, timely and relevant. Appropriate action is taken to resolve the issue or escalate if necessary. Queries / complaints are assessed and investigated. All required records are kept.
Contribute to the planning and delivery of smaller projects / specialist initiatives as part of a project team.	Projects tasks are delivered to agreed specification, timescales and budgets.
Work closely with others to support the development and delivery of improvements in processes and procedures.	Agreed improvements are developed, delivered and evaluated.

Ensure properly documented case files, records and client information are maintained.	Clear record of actions, circumstances and decisions are provided. Information is managed in compliance with legislation and best practise.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	Safeguarding standards are monitored and maintained in compliance with organisational policy. As defined by the LBWF Safeguarding Children's Board procedures Appropriate safeguarding training is provided.
Proactively manage the health and safety of others.	Risks to staff and others are assessed and managed. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities	End Results/ Outcomes
To lead on, develop, strengthen and co-ordinate the Early Help Offer. Accountable for frontline practice, service interventions and evaluation.	The maximum case load of early Interventions for targeted groups and priority families at risk of poor outcomes is achieved. Services are outcome focussed and provided to the highest quality for families at all times.
Effectively manage and be responsible for a specified number of cases. Building a relationship with the single front door and delivery of either a EHA, ASSET or single assessment	All early interventions are based on effective evident based practice and recording systems are outcome and impact focussed.
Assess and allocate referrals as and when received to the most appropriate worker or service. Ensure that individual case records are up to date and of the highest quality using the systems provided.	Case loads are monitored, recorded and regularly reviewed against agreed action plans. All referrals are managed in accordance with the Early Help practice and procedures.
Use the Early Help Assessment process and others to support a multi-agency, Team Around the Family intervention as needs demand.	All staff complete the Early Help Assessment when supporting early interventions to facilitate multi- agency working and Team Around the Family intervention as needs demand.
Early Help Family Practitioners are able to increase the take up of Free Early	The take up of the quality early years offer available and to better prepare children for

Education Entitlements and Children's Centre reach and registrations. Promote a wide range of activities for parents/ carers and children e.g. story-telling', messy play and parents groups.	school.
Effective commissioning and contract management of children's services. Ensure the delivery of services is joined up and transitions of families between teams are seamless.	The commission service works in partnership with the Early Help targeted services, this will involve negotiating, challenge and problem solving to ensure commissioned service providers are fully compliant with the delivery of outcomes.
Offer diverse, equitable, inclusive and differentiated services that are responsive to all groups.	The quality and level of collaboration within clusters, other services and the whole community reflects and responds to the needs of families with young children.
Develop, strengthen and co-ordinate links with inter-agency services in order to facilitate a co-ordinated approach to core service provision in the community and to enable easy access for families to the services.	There is effective partnership working between, the Provider, Health, Education, schools, the PVI sector, Jobcentre Plus, Adult Education, Employment Services and Social Care in in order to provide the activities and services required to achieve shared outcomes for targeted groups and priority families.
Prepare for and take a leading role in Ofsted inspections for each Children and Family Centres within the Area.	Action plans are produced and actions are undertaken to specified timescales. Case studies are maintained.

Nature of Contacts
<p>Diverse internal and external contacts, to interpret policy and legislation and provide advice and guidance on complex issues within own specialist area. Respond to escalated and complex queries. Coaching responsibility for colleagues and others.</p> <p>Directly supervise Early Help Practitioners and other staff as required and work within a multi-agency partnership structure.</p> <p>Has daily contact with members of the public in their role as Lead Family Support Manager with safeguarding responsibilities and where there is domestic violence.</p> <p>Work directly with clients, the work has significant implications for the well-being of individual clients.</p> <p>Interaction with others and the ability to influence and motivate are fundamental to the role. Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences in emotive circumstances.</p> <p>Ability to build trust and confidence with clients. May need to manage challenging</p>

behaviour and situations.
Report to Area Manager.

Procedural Context

Work is carried out to professional code of conduct and standards, within a regulatory and legislative framework. Objectives and targets are agreed in line with service plan. Manage own time and co-ordinates the work of others.

Exercise professional judgement in assessing risk to clients or others and quality assurance of service. Provide expert advice, guidance and support to clients, colleagues and others. Proactively anticipate problems and develop and deliver innovative solutions which enhance the quality and efficiency of the service.

Manage a large, complex / high risk caseload within a framework of policy and procedures. Make significant decisions within statutory guidelines. Subject to professional supervision, to ensure compliance with standards, regulations and procedures.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment.

This position is exempt under the Rehabilitation of Offenders Act 1974.

To deputise for the Area Manager when required. .

Key Facts and Figures

Enhanced DBS disclosure will be required.

Flexible working at times outside standard office hours.

Work will be across more than one site.

Resourcing

Budget Responsibilities: Allocated resources at required to support the Family Support function.

Supervisory Responsibilities: Direct line management Family Practitioners team across the area all other staff when acting as deputy to the Area Manager (teams are 8 or 9 FTE)

Behavioural Indicators: Principal Officer/Manager

Knowledge, Skills and Experience

- Highly developed specialist knowledge across the range of responsibilities
- Family Partnership trained or willingness to undertake the training

- Evidence based practice relating to children’s services
- Broad and diverse understanding of National Policy in relation to Children’s Services
- Substantial experience of managing resources (Budgetary, staff, finance, buildings etc)
- Ability to mentor and coach staff
- Experience of project management
- Excellent communication skills both written and verbal
- IT literate
- Ability to identify performance measures and demonstrate outcomes from service delivery
- Ability to inspire and motivate others
- Ability to prioritise workload
- Confident and resilient
- Evidence of continuing professional development
- Ability to travel efficiently and independently across the Area

Indicative Qualifications

- Educated to degree level
- Relevant Professional child or family focused qualification
- Relevant child and family focused supervisory qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.