

Job Profile Information: DEPUTY MANAGER, FAMILY SUPPORT

This supplementary information for Deputy Manager, Family Support is for Job Level 4, Zone 2

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

The **Supporting People Directorate** is responsible for supporting children, young people, and families to achieve the best possible outcomes. Within the directorate, the **Early Intervention and Prevention Division** comprises of the following services: **Integrated Early Years Service (IEYS)**, Integrated Youth Support Service (IYSS), Family Support and Complex families, and the Special Education and Intensive Intervention Service (SEIS).

The **Integrated Early Years Service** delivers, coordinates and supports a range of services for children and their mums, dads and carers, from pregnancy to age 5 years:

- Operates a Locality Model, with investment in leadership at a community level to ensure services meet need, are locally responsive to families and communities
- Strong partnerships across organisations are fostered and supported, with children's centres acting as a community hub and safe place for families to meet together.
- Delivers and supports high quality early education and is implementing innovative health visiting and family support services delivered alongside a wide range of prevention and early intervention services.
- Works with and involves families through purposeful consultation and co-design, to achieve inclusive children's centres and a coherent pathway of 0-5 services.

Role Purpose:

- Lead and manage Family Workers (FWs), within a combined HV and FS team, maintaining a focus on high quality services, positive customer experience and better outcomes
- Manage operational delivery of family support casework, ensuring efficient allocation and use of referral, case management and case recording systems
- Provide reflective case supervision and day-to-day support for FWs, ensuring they are supported to engage and work with children and families, including those with challenging circumstances, complex needs, in need of safeguarding and child protection and SEND
- Provide expertise in family support practice, including whole family assessment (CAF), Lead Professional role, Team around the Family (TAF) meetings and family action plans
- Manage safeguarding practice and systems for the team of family workers, ensuring effective collaboration with CSSW/MASH and early help colleagues

- Work collaboratively with the Deputy Manager (health visiting) to integrate practice and delivery of services

Example outcomes or objectives that this role will deliver:

- High quality, high performing targeted family support, with systematic review of progress against intended outcomes
- Operational management of family support, including efficient case allocation and case management systems
- Support for practitioners to ensure best practice, in line with safeguarding and child protection policies and procedures
- Management of perceptive whole family assessment, underpinned by the common assessment framework and models of engagement
- Best practice in reflective supervision, building practitioner confidence and expertise and supporting learning using agreed models and frameworks
- Evidence of using customer feedback and performance data to improve and develop practice and integrated service delivery
- New ways of working, delivering integrated health visiting and family support casework and practice

People Management Responsibilities:

Direct line management of a team of family workers, approx. 6 FTE

Working as part of a children's centre based multi-disciplinary team to coordinate an effective team around the family and effective interventions

Relationships;

- Working with colleagues e.g. SLT, CAMHS, housing officers, based in the children's centre
- Collaboration with early help and social work colleagues
- Work with a range of colleagues across the council and external partners to ensure families receive coordinated and timely support.
- Joint working with the Deputy Manager (health visiting), developing new skills and sharing practice, and coordinating universal and targeted support effectively

Work Environment:

The post holder:

- Is based in a busy, open access children's centre, offering a range of services to families from pregnancy to age 5
- Will be required to work flexibly from a range of community venues across the borough and work out of borough.

Technical Knowledge and Experience:

Qualifications

A relevant qualification e.g. social work, early years or similar experience *and* significant experience of managing a team delivering family support case work for families with children (pregnancy to age 5).

- Experience of managing and delivering high quality family support, including for families with highly complex needs and challenging circumstances

- Experience of providing flexible and responsive services, working in partnership with families to achieve high levels of engagement and meet need
- Experience of managing risk, with the ability to advise and support practitioners to work with children in need and those in need of safeguarding, and in-depth knowledge of child protection and safeguarding policies, procedures and practice
- Experience of supporting and managing a team to deliver whole family assessments using a strengths based model, deliver the role of lead professional, team around the family meetings and family action plans
- Experience of delivering reflective supervision to facilitate continuous learning, thinking together and staff professional development
- Experience of operating case referral, management, allocation and recording systems, meeting the agreed timescales and effectively prioritising according to need and risk
- Knowledge of quality assurance (QA) approaches and experience of implementing QA processes
- In-depth knowledge and experience of using prevention and early intervention principles and practice frameworks e.g. evidence and research, policy, early childhood development, the first 1001 days, healthy child programme and public health initiatives that are solution-focused approach
- Experience of partnership working in a multi-agency team with a wide range of colleagues, services and organisations to provide integrated services for families
- Knowledge of the benefits of integration and experience of communicating these to staff
- Experience of using and responding to performance and impact data, including customer feedback
- Experience of supporting and implementing change programmes and new ways of working
- Experience of using Microsoft packages (word, outlook, excel), case recording and performance monitoring systems

Camden Way - Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

STRUCTURE CHART

