

Locality Early Help Team Manager (Social Work)

Grade: 16

Hours per week: 36

Reports to: Early Help Family Solutions Service Manager

Responsibility for: The Locality Team and partnership development

Job Purpose:

To provide day to day operational and financial responsibility for the leadership and management of one of three locality early help hubs (0-18)

To provide leadership and management for the Locality Early Help hub team in order to ensure that children and families' needs are assessed in an appropriate and timely manner. In doing so, ensure that appropriate interventions and services are deployed which improve outcomes for children, whilst ensuring that all legislation policy and procedures are followed

To work with managers across the partnership to ensure joined-up working and the development/delivery of 'whole family' approaches.

The Family Solutions Team Manager will take operational responsibility for the locality early help team which includes social work and other qualified workers delivering Council responsibilities in relation to early help for children and families in respect of:

- Assessment and planning for children and young people who are identified as in need of intensive early help support to enable positive outcomes.
- Management of risk, threshold and complexity enabling children, young people and their families to be effectively supported through early help interventions.
- Direct work with children and families to achieve desired safety and well-being outcomes utilising the freedoms and creativity available within the early help context.
- Chair the Early Help Locality Panel

Key Accountabilities

To lead and manage performance of a locality early help team, including, social workers, keyworkers, and business support colleagues. Foster a culture of continuous learning and reflection on practice which inspires staff to give of their best in their roles.

Introduce, embed and continually improve at team level the quality of work

consistent with an established practice model.

To provide professional advice to staff, colleagues and partners in relation to early help case work and locality provision.

Ensure that assessments and plans for children, young people and their families are robust, evidence-based and progressed in a timely way, keeping children safe inside and outside of their homes.

Effectively manage thresholds, allocating cases which match the skills, experience and professional development needs of workers. This includes allocation of work from SPOC and through step down from Children's Social Care (CSC).

To ensure that interventions and services are delivered in partnership with all key stakeholders so that there is a whole family approach which is understood and met on a planned, holistic basis.

Prioritise the deployment of staff resources and ensure practice is operating in accordance with the thresholds of Croydon's early help and staged intervention model and in line with the Early Help practice standards.

Ensure compliance with statutory requirements in respect of the protection and well-being of children and young people

To deal with complex issues creatively and effectively in order to develop a responsive and effective service for children and families, delivered within designated budgets

To embed and develop an outcomes focussed framework and culture across the service that demonstrates measurable improvements in the stability, well-being and safety of children, young people and families allocated within the team.

Contribute to the development and introduction of a quality assurance framework for the service and use the findings to drive continuous practice improvement in the team.

To manage and contribute to projects that deliver service improvement, working to recognised project management principles and methods.

To maintain up-to-date knowledge of research findings, legislation, statutory guidance and policy developments relevant to Early Help good practice.

To be responsible for one borough wide area of service delivery across the three hubs as designated by the Head of Service

To work with the Service Manager in meeting all operational development demands on the service, contributing to the management of the service as a whole.

Specific Minimum Qualifications and Expertise

Essential Knowledge:

- Social work qualification recognised by Social Work England.
- Working knowledge of national policy, strategy and developments regarding children's social care, and adolescents.
- Demonstrable knowledge of relevant legislation, statutory guidance, standards and procedures including those areas that impact on children's social care.
- Demonstrable understanding of early help practice, partnership working, the impact of multiagency planning and how this can improve and impact on children and young people's experiences and outcomes.

Essential skills and abilities:

- Able to lead improvement in practice at an operational level through effective performance management
- Evidence of leading, influencing and managing operational change within an early help context.
- Able to lead and manage an early help service area dealing with high risk and high complexity in a way that delivers good safeguarding and well-being outcomes for children, adolescents and families.
- Able to apply and use effectively at operational level outcomes-based quality assurance frameworks.
- Able to drive continuous improvement in operational practice, and promote evidence-based outcomes for children and young people .
- Able to contribute to budget planning and control, and demonstrate effective use of public funds.

Essential experience:

- Experience of managing and supervising a multi disciplinary team which includes social workers in an early help context.

- Experience of effective working with partners with evidenced results of continuing practice and good outcomes for children and young people.
- Experience of providing reflective supervision that positively impacts on practice and outcomes.
- Experience of working with and influencing partners within the community and council to ensure effective planning and outcomes for children and young people
- Experience of contributing to the development of a highly motivated, high achieving and stable work force with a positive, 'can-do', customer-centred culture.

Special conditions:

- Able to work outside of normal office hours when required.
- Registered as a social worker with Social Work England.
- Undertake an enhanced DBS disclosure prior to employment and then every three years

Corporate Values

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority.

You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:

One Team:

To cross boundaries to work together towards shared goals with colleagues, partners and communities

- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them.
- You use your contacts and colleagues to bring teams together

Proud to Serve:

We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it.
- You make a difference to people's lives through engagement and you strive to get the best possible value for money for customers.

Honest and Open:

We work hard to build trust by treating everyone with honesty and integrity

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people's views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

Taking Responsibility:

We encourage and support each other to take responsibility and show what we can do, learning together and recognising each others' contributions

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

Valuing Diversity:

We make the most of the many perspectives that make Croydon distinctive

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.