Role Profile

Job Title:	**Service Manager**
Location:	**Hub – South, West & East/Central**
Department:	**Family Support**
Directorate:	**Family Services**
Grade:	**M**
Salary Range:	**£74,079 - £82,029**
Reports to:	**Head of Service**

1. Job Purpose:

- Working in a senior leadership capacity within the Family Support Service to lead on and manage a multi-agency 0-19 hub and partnership working.
- To provide leadership and management for the Hub Manager and staff in order that quality and timely provision of services is in place that ensure that children and families needs are assessed, appropriate interventions and services deployed and that the service can demonstrate improve outcomes for children. The post holder will ensure that all legislation policy and procedures, processes and protocols are followed.
- To strategically work with managers across the partnership to ensure joined-up working and a whole family approach is developed through the 0-19 hub.

2. Key accountabilities:

- To be responsible to the Head of Service for the effective leadership and management of the hub - including partnership work and provision of a professional child centred service in accordance with relevant legislation, guidance, codes of practice, policy and procedures.
- To ensure that interventions and services are delivered in partnership with all key stakeholders so that there is a whole family approach in the hub delivery and that the continuum of need, help and support and pathways into the hub services are understood and accessed.
- 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 develop specialist knowledge in the Early Help field for which the post carries management responsibility, acting as a resource for staff, peers and more senior colleagues.
- To work with the Head of Service in meeting all operational development demands on the service, contributing to the management of the service as a whole.
- To work with the Head of Service to develop and promote new and innovative and more effective ways of working through an integrated model with partners.
- Set standards and processes within the context of service priorities and increasing children and families access to early help services.
- Acquire knowledge about different groups, races and cultures which inform service delivery and have regard for the particular needs of children from black and minority ethnic groups.
- Provide flexible and responsive support services to children and young people when and where they need it including evenings and weekends.

3. Leadership and Management/ Staff Responsibilities:

- To be responsible for the 0-19 hub Managers and hub staff in one locality.
- To be responsible for integration of managers and staff across the partnership within the hub model in one locality.
- To be responsible for ensuring the Team Manger receives and assesses all Early Help requests in a timely manner in line with Practice Standards.
- To have oversight and management accountability for the work of the Team Manager in relation to assessing the level of need and risk and the service/interventions to be offered to children and families, ensuring timely allocation of work and that that the safety and wellbeing of the child is secured. This includes making decisions about the immediate safety of children at risk of significant harm and therefore ensuring immediate escalation to specialist services.
- To provide professional supervision and group supervision to Team Managers having management oversight of cases including undertaking observation and case file audits.
- To think creatively and imaginatively in order to solve complex professional problems concerning individual children, their families and other carers, the service and professional multi-agency working.
- To chair hub panel meetings, reviews and meetings attended by children and families as well as by colleagues and representatives of other agencies, as appropriate.
- To establish and chair the hub advisory group and to represent the Family Service and the wider Children's Service at meetings both within and outside the Council.
- To take lead responsibility for the development and ongoing implementation of the integrated 0-19 hubs within the hub area.
- To secure services for children, their families across the Service as needed, and in accordance with the relevant schedules of delegated authority.
- To provide a responsive service to emergency situations ensuring the safety and wellbeing of the child. This may involve working outside core hours and being available for discussion, advice and decision making.
- To secure good outcomes for children and the most efficient use of the council's resources.
- To maximise the participation of children, their families and other carers in service planning and delivery.

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- To promote equality of opportunity for children and families in accessing the services provided.
- Knowledge of working relevant strategic boards and partnerships for children and YP and ensuring that their voices are heard and incorporated into practice and the Early Help hub model.
- Ability to Contribute to Coordination of Early Years, parenting and children and youth work programme within the Early Help hub model.
- Ability to Ensure that 0-19 outreach and activities delivered by the hubs take place across the borough.
- Ensure that that Early Help KPIs and outcomes are set, monitored, reviewed and achieved year on year.
- Knowledge of the statutory requirements in the service area such as early years, children's centres or the criminal justice system prevention agenda and youth "out of court" disposal process.
- Experience of coordinating and delivering early years, children and families or youth work commissioned services.

4. Change and Improvement

- To Lead the continuous strategic development of the Children and Family Early Help hub including regular evaluation of the services and its delivery in order to have continued good practice that improves outcomes for children and families and builds resilience.
- To deputise for the Head of Service and to cover for peers by representing Early Help Family Services both within and outside the council, taking the lead in relation to specific project and service developments.
- To investigate and prepare replies to Freedom of Information requests and Members' enquiries, and to deal with complaints according to corporate procedures and utilise findings to improve service delivery.
- To provide information, including written reports, to ensure effective service delivery to influence strategy development including interpreting data reports for the whole service area including partnership data to support evidencing outcomes and inform service development.
- To develop and maintain effective working relationships with relevant statutory agencies and the wider partners, requiring the capacity to advice and influence at a strategic level as appropriate.
- To lead working groups to deal with specific issues or tasks as requested by the Head of Service.
- To develop policies, procedures and working practices for the hub/locality and to be part of developing these at service and multi-agency levels.
- To co-ordinate and manage service area meetings.
- To assist the Head of Service to discharge the overall management functions of the Service Area, and to participate effectively as a member of the service area management team.
- To assist the Head of Service to develop and implement the Family Service Business plan, and any other Action Plans as necessary.

- To lead strategic work with key partners such as schools in the hub area, health and the wider partnership network to develop joined up working across the hub area including shared vision, KPI's and reporting mechanisms
- To lead partnership work at the hub locality level that promotes consistency, equity and equality of access to services and demonstrates excellent practice

5. Financial Responsibilities

- To plan, control and monitor all income and expenditure within the terms of the budget holding responsibilities of this post and promote a culture of value for money.
- Ability to undertake all budget management responsibilities for services including sessional budgets.
- To manage delegated budgets on a strictly cash limited basis, identifying and reporting emergent budget pressures.
- To ensure that the authorisation, monitoring and control of expenditure is within the Council's regulations and delegated authority.
- To monitor and review services and goods purchased in order to ensure that they meet the appropriate standards, are value for money and adhere to financial regulation.
- To ensure all financial transactions are fully recorded and accounted for.

6. Health and Safety Responsibilities

- To undertake overall management responsibility for the health and safety of staff and those using the Early Help centres and services as is proportionate to the duties of the post.
- Ensure a knowledge and understanding of relevant legislation, policy and procedure and undertake managers tasks and duties as appropriate
- Be responsible for oversight of Health and Safety of those using hub buildings, supported by the Hub Manager and Business Manager to discharge such duties.
- To ensure appropriate training for managers, staff and partners and develop shared policy and processes across the hub locality.

7. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

8. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

9. The Council's Commitment to Equality

To deliver the Council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers. To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

10. Other Responsibilities

- To use systems and performance information to monitor and evaluate service delivery, including gathering and analysing statistical information in order to facilitate effective managerial decision making. Utilise such information to inform, develop and implement local strategy
- To ensure that managers use the appropriate recording systems and keep all records accurate and up to date, taking appropriate steps to maintain a satisfactory level of security and confidentiality.
- To keep abreast of new legislation, guidance and regulations relating to the service area, acting as a specialist for the department as required.
- To make full and proper use of IT systems in order to carry out the management functions of the post effectively

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Professional qualification in relevant field of health, education, social care	Essential	Application
Management Training: - Children Act/Child Protection Training - Trained in tools to be used in practice such as Signs of Safety and Graded Care Profile 2 and parenting programmes - DOH Guidance, Working Together To Safeguard Children and the Assessment Framework - Early Help Frameworks and Strategy - Child Development - Family Resilience work - Responsibilities of SSD in relation to children and families - Health and Safety Policies and Procedures	Essential	Application
Educated to Degree Level or equivalent.	Essential	Application
Experience & Knowledge		
Management experience in an area relating to work with children, young people and families.	Essential	Application
Experience of supervision of staff.	Essential	Application
Experience of working in a multi-agency partnership.	Essential	Application/Interview

Good organisational skills.	Essential	Application/Interview
Experience of making decisions and delegating tasks appropriately.	Essential	Interview
Experience of managing a budget.	Essential	Interview
Experience of being a role model of good practice and provide mentoring for the managers, partners and staff.	Essential	Interview
Experience of having lead responsibility for a delegated area of work such as integration of the healthy child programme, schools engagement, commissioned services.	Desirable	Application/Interview
Knowledge and understanding of specific initiatives such as peri-natal mental health pathways and those who manage delivery through the hub such as leads for midwifery health visiting, CAMHS.	Essential	Application/Interview
Skill & Ability		
Ability to chair meetings involving partners, children and families.	Essential	Application/Interview
Ability to engage and capacity build with community partners.	Essential	Application/Interview
Ability to develop, grow and work effectively with the Early Help partnership.	Essential	Interview
Ability to work effectively with a wide range of partners.	Essential	Application/Interview
Ability to work with children and young people and their families in order for them to co-create services and interventions.	Essential	Application/Interview
Ability to work within matrix management arrangements.	Essential	Interview
Ability to ensure the service, including the work of the partnership, delivers thoughtful, compassionate services and interventions that engage children and families, build resilience and improve outcomes.	Essential	Interview
Ability to provide creative and innovative solutions to identified issues.	Essential	Interview
Ability to demonstrate what good looks like and performance manage managers, partners and the service to deliver good and outstanding services and interventions.	Essential	Interview
Good written and verbal reasoning skills and the ability to produce reports to the required standard.	Essential	Application/Interview

Ability to develop, monitor and maintain appropriate recording systems and to develop such skills in others.	Essential	Interview
Ability to plan and deliver strategic service plans, continuity plans and ensure quality of work for children across the service.	Essential	Interview
Ability to audit and evaluate case work, the work of managers and the partnership and to evaluate service delivery and outcomes in order to develop excellence across the hub locality.	Essential	Application/Interview
Ability to challenge poor practice utilising relevant policies and procedures both within the council and with wider partners.	Essential	Interview
Ability to analyse data.	Essential	Interview
Ability to manage change and stress in self and others.	Essential	Interview
Ability to establish and maintain appropriate professional boundaries with colleagues and service users and to ensure that managers and workers in the team do the same.	Essential	Interview
Ability to identify and access areas of training and development for self, managers, partners and staff.	Essential	Application/Interview
Ability to work with Head of Service in developing and Delivering the Early Help and Otherwise.	Essential	Interview
Ability to chair the 0-19 hub panel and hub advisory board.	Essential	Interview
The ability to work with Service Managers across the three 0-19 locality hubs to ensure equity and consistency of service delivery and practice.	Essential	Interview
The ability to demonstrate excellent leadership skills in managing a multi-agency approach to service delivery.	Essential	Interview
Other Requirements		
DBS - Clear and enhanced DBS	Essential	Application
Flexible working - The ability to work unsociable hours and/or weekends	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Interview

Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview