**SEFTON COUNCIL**

**JOB DESCRIPTION**

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| **Post:** | Locality Family Hub Manager | | |
| **Post Number:** | Various | **JE NO. 5067** |  |
| **Team:** | Early Help | | |
| **Location:** | Any location in Sefton | | |
| **Grade:** | Grade L | | |

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| **Responsible to:** | Service Manager |
| **Responsible for:** | Operational Family Hub Manager & Targeted Operational Managers |

**JOB PURPOSE**

1. To lead, manage and develop Family hubs delivering a high-quality service within Sefton; managing, maintaining and developing a professional service providing early prevention and intervention support to address the needs of Sefton residents, leading to improved outcomes, and effective management of the reputation of the service offer and the Council.
2. To be instrumental in the implementation of Family Hubs; ensuring that Family Hubs respond to new challenges, priorities and requirements (according to DfE guidance whist maintaining the Council’s professional and legislative requirements using resources in the most effective manner.
3. To lead, develop and provide 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.
4. Work in partnership with other Locality Family Hub Managers to ensure cases are allocated appropriately, ensuring families receive consistent, timely and high-quality support. This could mean deploying staff across the borough according to levels of need and demand.
5. To develop new strategies and solutions for maintaining existing and developing new partnership arrangements across Health, Social Care, Community Voluntary and Faith organisations and Education.
6. To ensure the right balance between casework and providing support to local communities, schools and partner agencies to establish and maintain an effective service for children and their parents.
7. To provide management direction and oversight of targeted Early Help Services ensuring the service offered is responsive to need, high quality and effective.
8. To support the development of trauma informed practice across the service and partnership. Ensure that all practice, assessments, plans, interventions and direct work reflect trauma informed practice.

**MAIN DUTIES**

**Practice**

1. To lead, manage and oversee the Family Hub teams and targeted delivery to deliver an integrated service to improve outcomes for local communities and families.
2. In conjunction with the other Locality Family Hub Managers, ensure cases are appropriately allocated so families receive consistent, timely and high-quality support.
3. Develop strong governance frameworks with responsibility for proposing and implementing standards, policies, protocols, operating procedures and a programme of staff development and training. This includes Governance that represents the community.
4. Develop and maintain a range of strategies and resources to effectively engage children, families, partners, schools and communities.
5. To carry out and oversee comprehensive needs/risk family assessments and develop assertive interventions often handling complex and challenging situations.
6. To provide effective support for the step up/step down processes into and out of Children’s Social Care
7. Develop creative and innovative strategies and implement new approaches to working practices and refining working procedures as appropriate to drive forward the delivery of effective practice.
8. Ensure delivery decisions are robust by providing challenge, critical reflection, and detailed analysis to improve practice and outcomes for families.
9. Participate in relevant internal and external meetings and boards where necessary preparing and presenting written and verbal reports. To represent the Council presenting as appropriate across National, Regional and local forums.

**Resources**

1. Maintain effective managerial and budgetary control authorising and managing expenditures within prescribed devolved budget.
2. Responsible for key decision making in relation to resource allocation ensuring that resources are used to optimum efficiency.
3. Liaise with the Service Manager and other officers as appropriate across the organization to address resource shortfalls and to recommend and implement improved methods of working and practice as appropriate.

**Performance**

1. Lead on the delivery of high-quality casework and management oversight of Early Help Interventions, targeted approaches whilst embedding a Team around the Family and Team Around the School approach.
2. Utilise a range of complex data sources to determine the focus of the Family Hub teams, identifying future areas of focus and direction and determining training requirements.
3. Work with the data team to ensure that recording and reporting of activity and outcomes provide an accurate picture of the impact of the early help service.
4. 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.
5. 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.
6. 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.
7. Lead on the consultation with Sefton residents and use information gathered through this to develop, implement and monitor team plans and service delivery.
8. Responsibility for staff recruitment, supervision, workforce and succession planning. Effectively allocate resources and review and revise the work of Family Hubs as necessary.
9. 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.
10. 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.

**PARTNERSHIP**

1. Develop and lead on 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, Health, Children’s Social Care, other agencies and the local community, working in partnership to support vulnerable children and their families.
2. Work collaboratively with partner agencies to ensure seamless and coordinated offer to a wide and diverse population.
3. 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.
4. 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.
5. Utilising a broad and in-depth knowledge from across the partnership to direct and lead service and partnership development.

**GENERAL**

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

The post holder will be expected to work flexibly across locations and the exact nature of the duties described above is subject to periodic review and is liable to change.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

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.

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 2013.

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.

You will be required to undertake, and participate in training, coaching and development activities, as appropriate.

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

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| **Date:** | MAY 2024 |
| **Name:** | Jacquie Finlay |
| **Designation:** | Service Manager Early Help |

**PERSON SPECIFICATION**

**Post:** **Family Hub Locality Manager** **A5067**

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| **Personal Attributes Required** | **Essential (E)**Or **Desirable (D)** | **Method of Assessment** |
| **QUALIFICATIONS**   * Relevant Academic and/or Professional Qualification * Management Qualification | E  E | AF/I  AF/I |
| **EXPERIENCE**   1. Experience of developing solutions that will enable the implementation of key changes to service delivery. 2. Experienced line manager, able to evidence getting the most from direct reports. 3. Extensive experience of working with complex families 4. Proven record of successfully providing operational leadership and management of the direct provision of high-quality services. 5. Experience of budget monitoring and management. 6. Proven track record of developing a service to meet the diverse needs of the community. 7. Experience of developing effective partnerships with statutory agencies and voluntary organisations. | E  E  E  E  E  E  E | AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P |
| **KNOWLEDGE/SKILLS & ABILITIES**   1. Ability to demonstrate leadership and perform across multiple teams, driving continuous improvement and organisational change. 2. Demonstrable track record of working in conjunction with members and or senior managers and partners and service users in order to achieve service improvement. 3. Ability to apply solution focused approaches to problem solving and make decisions of a highly complex nature with due consideration of the associated risk factors to enhance service improvement. 4. Ability to engage effectively with the community and partners to ensure satisfactory conflict resolution as appropriate and facilitating solution-based resolutions and interventions. 5. Ability to undertake partnership working and identify future opportunities for collaboration with internal and/or external partners. 6. Ability to demonstrate innovative thinking against strategic challenges. 7. Ability to ensure compliance of organisation policies and procedures. 8. Ability to deliver presentations or contributing to seminars or training events. 9. Ability to demonstrate a commitment to valuing diversity and promoting equality. 10. Ability to manage, motivate and develop staff to achieve organisation priorities. 11. Ability to work at pace to enable change and service development | E  E  E  E  E  E  E  E  E  E | AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P  AF/I/P |
| 1. 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. 2. An understanding or how trauma impacts on children and families and how trauma informed principles shape practice 3. Ability to work effectively with partners and create good working relationships, including co-ordinating multi-disciplinary initiatives with other agencies. 4. Excellent interpersonal skills to build good relationships with colleagues, partners and most importantly children and families | E  E  E  E | A  A  A  A |
| **OTHER**  1. Satisfactory DBS check  2. Must be legally entitled to work in the UK  3. Evident commitment to personal continued Professional Development. | E  E  E |  |