

Job description	
Job title	Family Help Development Lead
Grade	PMG 1
Directorate	Children's Services
Section/team	Family Help and Protection
Accountable to	Head of Service – Family Help and Protection
Responsible for	Multi-disciplinary Team Manager Family Help Development Officer
Date reviewed	January 2025

Purpose of the Job

Under the supervision and guidance of the Head of Service (HOS) the Family Help Development Lead will be responsible for physical and financial resources, leading and managing the delivery and quality of services to children and families and developing new ways of working in response to Government policy changes. This will reach across the entire Early Help and Children's Social care system, encompassing teams from the wider service areas and partnership.

The post holder will play a lead role in monitoring performance management systems, delivering, developing and improving services, identifying savings and generating efficiencies.

The post holder will contribute to the development and implementation of policies and procedures and ensures the Council fulfills its obligations in responding to the Governments policy changes around the development of Family Help approach, testing this out via the already established Multi-disciplinary team. This post will be critical in formulating and delivering Knowsley's response to the newly emerging Government Transformation programme - Families First Partnership Programme which represents the biggest change to Children's Social Care in recent times.

The post holder will be responsible for the Multi-disciplinary children's early help and social care team. This will include the day to day management of the team including advising on cases held by it and the development of new ways of working. The role will be the lead officer in formulating the local response to the Families First Partnership Programme, developing a partnership delivery and engagement plan in consultation with the Head of Service and overseeing the delivery of this plan. The post holder will link in closely with the Childrens Prevention and Transformation Lead to ensure plans are developed in line with



other transformation priorities. The post holder will be required to work closely with partners senior leaders to ensure the new way of working is developed with them and embedded in their organisations. This will include working with any relevant teams identified by the Head of Service and play a key role in developing a workforce that is equipped to deliver efficient, timely and high quality services to children, young people, and their families.

The post holder will have responsibility for quality assuring the standard of work, driving changes necessary to improving practice that meet the expected standards in the Multi disciplinary team and that this is reflected in the new model of practice that is developed as part of the Family Help work.

The post holder will work collaboratively with key partners across health, police, education, social care and the voluntary sector to explore and establish creative ways of delivering high quality responsive services and new ways of working.

The post holder will have regard for the Council's corporate structures and processes and be competent in reporting to corporate bodies, partnership boards and liaison with Elected Members for scrutiny purposes

The post holder will be a key member of the Senior Management group to ensure that the Council and Directorate's values, policies and procedures are operated successfully by managers and staff by providing leadership, management skills and experience. In addition, to encourage staff to continuously monitor and evaluate work and services against resources, the needs of children, families and career's and agreed standards.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

General

In addition to the principal duties the post holder will be expected to contribute more widely to the overall development of the Service and the Council. As part of your role, the post holder will be required to be part of the Senior Manager Emergency Duty Rota.

All employees are expected to be committed to the Equality and Diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could



result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

Quality Assurance and Performance Management

1. Responsible for managing the performance of teams through the Councils' personnel policies, including induction, supervision, appraisal, disciplinary and grievance and related procedures. This would include facilitating group supervisions and other meetings as part of services processes for complex cases.
2. Responsible for ensuring managers and staff monitor and evaluate their own practice against agreed practice standards in collaboration with Children, Young People, their families and carers.
3. Identify any trends, gaps in services and service developments in collaboration with other service managers and the broader council.
4. Complete monthly audits in line with the service quality assurance framework and lead on service quality assurance activity and implement the resulting actions

Financial Management

5. Ensure services are provided within the financial resources available in accordance with the Councils' financial regulations/standing orders working with finance officers to ensure spend is appropriately forecasted and managed.
6. Provide approval for financial spend in accordance with the Councils' financial regulations.
7. Identify areas of need for the new Childrens Service Prevention Grant and monitor this grant that has been provided by Government to support the change to Family Help.

Physical Resource Management

8. Contribute to the management of the Departments' planned maintenance programme and identify efficiencies and developments required in relation to physical resources and contribute to a Divisional/Departmental strategy to meet these.

Service Development

9. Lead the development of the local response to the Families First Partnership Programme – this will include the development and implementation of strategies, plans, policies, procedures and projects to develop a new way of working across the whole early help and childrens social care system. These will be multi-agency partnership plans.



10. Keep up to date with national and local issues in practice and ensure the local response to these is developed and implemented across the entire help and protection system.
11. Foster effective working relationships with a range of internal and external partners at a senior level, and other key stakeholders, to ensure they are able to effect the change needed and engage and consult with relevant parties in relation to service development and transformational change initiatives
12. Have an appreciation of different practices and cultures across education, health and social care organisations and have the ability to challenge constructively and appropriately in a range of settings and develop collaborative ways of working across these cultures.
13. Play a lead role in any planning/task and finish groups and ensure there are tangible outcomes. Ensure services are developed appropriately and in accordance with the principles of plan, do, review.
14. Plan and implement service development in partnership with children, young people and their families.
15. Work with key stakeholders to agree joint priorities and objectives to ensure improved outcomes for children, young people and their families.

Corporate Management

- Contribute to the corporate management of the Division, Department and Council, through meetings, committees, working parties, writing and presenting papers.
- Review and respond to stage 1 and stage 2 complaints as investigating officer where needed and ensure they are high quality and address the issues within the complaint appropriately.

Health and Safety

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.

- To regularly monitor and review services to ensure they are provided effectively and in accordance with level of need/risk.
- To promote and enforce the Council's Health and Safety policy and maintain safe working practice to self and others.
- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.
- To use equipment as instructed and trained.
- To highlight and manage any health and safety issues, which could place individuals in danger.
- To monitor sickness absence levels and identify work related trends, capacity/vacancy rates which would place the Local Authority at risk.



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.