



## Cumberland Council

### Post Specification

<b>Date</b>	<b>September 2024</b>
<b>Post Group Number</b>	<b>8387</b>
<b>Post Title</b>	<b>Service Manager – Family Help, Prevention and Innovation</b>
<b>Job Family</b>	<b>People Care and Development</b>
<b>Job Family Role Profile</b>	<b>PCD18</b>
<b>Final Grade</b>	<b>18</b>

**To be read in conjunction with the job family role profile**

#### Service Area description

The post is based within the Children and Families Family Help, Prevention and Youth Justice service area, reporting to a senior manager or assistant director of Family Help, Prevention and Youth Justice, forming part of the wider leadership team. This post will take a key lead on delivery of preventative services and work with the wider senior leadership team around system transformation for Family Help and targeted prevention services, working with children, young people and their families and internal/external partners.

#### Purpose of this post

To lead on the development and delivery of evidence based, targeted preventative services; including leading on partnership development to ensure families received the right support at the right time across a large geographical area; to directly manage managers and staff employed by Cumberland Council; to monitor and work with commissioned providers; to contribute to the councils strategic objectives in relation to safeguarding, public health and family help and prevention.

To improve the outcomes for children and young people by leading innovative ways of working and delivery of a range of quality assured services through a multi agency partnership.

#### Key job specific accountabilities

- To lead and supervise teams (including commissioned services) and staff directly, in order to provide a coherent and integrated approach to the delivery of family help and prevention services across the specified localities.
- To lead and develop partnership working across family Help and preventative services to ensure a whole system approach to family help and preventative services.
- To lead the co-ordination of the current prevention and innovation programmes
- To lead promotion, advertising and celebration of the current programmes
- To lead on monitoring and evaluating performance against National and Local prevention performance indicators, including responsibility for key performance indicators, which are linked to the current programmes; responsibility for specific KPIs linked directly to wider partnership working.
- Accountability for the successful delivery of nationally and locally led programmes which are funded by external grants, in line with the funding agreements such as supporting families.
- Reporting to the Assistant Director of Family Help, Prevention and Youth Justice and to the various oversight boards and committees in respect of the current preventative programmes. This could be via reports, presentations, face-to-face meetings, conferences, open days or other media as required
- To lead on work with partner agencies to ensure their full involvement with and contribution to the programmes; close liaison with senior managers within those partner agencies; escalation of any engagement, participation or contribution issues to the Assistant Director of Family Help, Prevention and Youth Justice

- To keep up to date with national and local issues in practice and ensure these are filtered down through the partnership, teams, and the wider council.
- To lead on data maturity alongside ICT and lead on funding bids for prevention and family help, and co-ordinate work with the Transformation Team and on other projects.
- To lead on ensuring that the system has consistent approaches to culture, practice, and engagement with children, young people, and families.
- To lead on practice and system transformation; creating new and better ways for the organisation to be successful, working effectively with stakeholders to agree joint priorities and objectives to ensure improved outcomes for children, young people, and their families at the earliest opportunity.
- To lead on the contract monitoring of commissioned services such young carers and youth.
- To lead the collation, analysing and monitoring of data to provide robust intelligence and effective reporting processes and make recommendations which contribute to the improvements of service delivery.
- To establish and identify methods to track data regularly that assists and supports recommendations made to the Senior manager influencing commissioning and other strategies.
- To oversee the monitoring, evaluation and reporting on the implementation of the payment by results project plan required to support Cumberland in relation to identification of Supporting Families cohort and submissions for payment by result (PbR) claims.
- To build close working relationships with the Families Information Service and Systems Team to identify the supporting families' cohort and develop the tools needed to track and monitor the number of supporting families that Cumberland Early Help Service is working with.
- To lead and oversee the implementation of an Family Help System
- To lead on the development of preventative services such as substance misuse, mobile provision and support to prevent homelessness in young people.
- To present reports to senior management bringing together the data intelligence that has been analysed to identify the key challenges, profiling of the data and outlining recommendations based on the information presented to support an Early Help System and wider partnerships.
- Proactively identify external funding and commercial tender opportunities that support and align to the vision of Early Help and analyse a variety of regional, national, and international funding sources and strategic policies to support funding applications
- To lead and be responsible for the recruitment, selection, training and development of staff and volunteers in accordance with Council policies and procedures and to develop a highly skilled workforce, taking account of longer term succession planning.

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• In line with delegated decision policy</li> <li>• Dedicated Budget</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• To manage the Councils Family Help Services staff across the Family Help, Prevention and Youth Justice.</li> <li>• Cover for colleagues as and when required including out of hours</li> <li>• Deputise as and when required.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• NA</li> </ul>

**Essential Criteria - Qualifications, knowledge, experience and expertise**

**Qualifications**

- Degree or equivalent in a relevant field (Youth, Health, Education, Social Care,)
- Management qualification (Desirable).

**Knowledge**

- Expert knowledge in the field of working with children, young people, and their families.
- Knowledge of vulnerable groups, especially children with learning difficulties and disabilities.
- Understanding of child exploitation, mental health, domestic abuse, substance misuse and neglect and the impact on children and young people.
- Knowledge of commissioning and performance management
- Understanding of relevant research evidence, policies, guidance, and legislation in respect of children and families
- Understanding the different roles and responsibilities of leadership and management.
- Evidence of ongoing professional development and regulation

- Understanding of complex partnership working.
- Understanding of signs of safety and strength-based practice models.

### Experience

- Significant experience in leading, managing, supervising, and motivating staff.
  - Significant experience of leading partnerships.
  - Significant experience of managing performance and addressing shortfalls
  - Experience of working within the Signs of Safety practice model
  - Developing services with the involvement of children, young people, and their families
  - Developing services with key stakeholders.
  - Ability to motivate and inspire others.
  - Experience of high support and high challenge.
  - High level of experience managing and co-ordinating complex projects, including change management and service improvement and innovation.
  - Able to summarise, analyse and evaluate, information, data, and research.
  - Excellent presentation and reporting skills.
  - A high level of consultative, interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner.
  - Experience of developing and leading the creation of policies, strategies, and performance management systems.
  - Developing and maintaining effective partnership arrangements.
  - Produce clear written and verbal reports.
  - Ability to plan work and identify and assess risk.
  - High level of professional integrity reliability and consistency
  - Ability to work under pressure.
- Proven experience of budget management  
Ability to use IT appropriately to support management function.

### Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
  - DBS Enhanced – Children

### Job working circumstances

<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• May involve working on multiple and competing priorities at the same time.</li> <li>• Involvement in a change project that may receive opinion and / or opposition from those potentially affected.</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• Minimal Demands</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Flexible working both office and home based. May require travel to all districts across the county and work outside of normal working hours such as weekends and evenings.</li> <li>•</li> </ul>

### Other Factors

- A commitment to putting children and families at the heart of everything we do.
- A commitment to children and the need to ensure their life chances and opportunities are improved.
- To work within Cumberland Councils Operating model.
- Ability and willingness to travel within and out of the County as necessary to attend regional and national events.
- Willingness to work flexibly, including occasional evening and weekend meetings