



Cumberland Council

Post Specification

Date	September 2024
Post Group Number	8389
Post Title	Service Manager – Family Help, Prevention and Localities
Job Family	People Care and Development
Job Family Role Profile	PCD18
Final Grade	18

To be read in conjunction with the job family role profile

Service Area description

The post is based within the 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 around system transformation for Family Help and targeted prevention services, working with children, young people and families and internal/external partners.

Purpose of this post

To enable families to get the best outcomes by providing leadership and co-ordination of system transformation and developing Family Help services to be outstanding.

To lead on the development and delivery of integrated Family help services, including intensive family support and family hubs, across a locality geographical area; to directly manage managers and staff employed by the Cumberland Council and to work closely with other agencies within the locality; to monitor and work with commissioned providers; to contribute to the Council's strategic objectives in relation to safeguarding, public health and the family help and prevention Strategy.

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 Cumberland.
- To lead on monitoring and evaluating performance against National and Local performance indicators, including responsibility for the quality and content of Self Evaluation forms, Locality Targets, Locality Service Plan/Statements and for driving continuous improvement
- To lead and influence the delivery of all family hub services across the localities, in accordance with Department for Education objectives and any Statutory Guidance, to maximise access to early childhood services for all families, whilst closing the gap in outcomes for those most vulnerable.
- To lead on and be jointly responsible for outcomes in relation to Ofsted inspections within the localities and contributing to the Local Authority Unannounced and Announced inspection process.
- To lead on safeguarding in all family help and prevention services across the localities to ensure that children's welfare, development and protection is upheld at all times;
- To ensure all procedures and policies necessary for the effective and safe running are in place, and to uphold continuous improvement in policy and practice through the CSCP safeguarding sub-groups.
- To undertake work that will contribute to the overall strategic direction and delivery of Cumberland's Family Help, Prevention and Youth Justice delivery model.
- To take overall responsibility for the performance management and effective working of Cumberland's Family Help and Prevention teams to achieve effective service delivery.
- 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 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.
- To be responsible for the management of the fabric of all building(s) and resources, including overall responsibility for upholding Health and Safety requirements in relation to both staff and families in accordance with legislation, Cumberland council policy and Ofsted requirements
- To lead and work with multi-agency partners to define the Family Help offer for their locality and communicate this widely to both professionals and families.
- To work closely with the senior manager and the social work area team managers to ensure there are seamless process for families to be stepped up and down and to develop and strengthen locality responses to thresholds of need.
- To support the development and use of the Early Help Module as the case recording system for all family help services. To actively use this system, complete audits of the quality of case recording by staff and report on implementation.
- 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.
- The post requires office based working, working in a variety of settings and centres and when appropriate working at home.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

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

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
- 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

Emotional Demands	May involve working on multiple and competing priorities at the same time. Involvement in a change project that may receive opinion and / or opposition from those potentially affected.
Physical Demands	Minimal Demands
Working Conditions	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.

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 to travel within and out of the County as necessary to attend regional and national events.