

Post Specification

Date	July 2025
PG Number	8718
Post Title	Service Lead – Neurodiversity and Emotional Wellbeing (Children and Families)
Job Family	Organisational Support
Job Family Role Profile	OS17
Final Grade	17

To be read in conjunction with the job family role profile

Service Area description

The Neurodiversity and Emotional Wellbeing (Children and Families) service is being developed through a collaborative partnership between Cumberland Council, local NHS organisations, (including North East and North Cumbria Integrated Care Board) and SEND Alliance Cumbria (SENDAC).

The Senior Responsible Officer for the partnership developing the service is Colin Cox, Director of Public Health, Customer and Community Wellbeing at Cumberland Council. Therefore the Service Lead – Neurodiversity and Emotional Wellbeing (Children and Families) will be line managed within the Public Health, Customer and Community Wellbeing Directorate.

Operationally, the Neurodiversity and Emotional Wellbeing Service is likely to sit as part of Cumberland Council's Integrated Front Door (children) with outreach working through Family Hubs and other education and community settings.

We are committed to co-production. Children, young people and their families will be at the heart of this service. The successful candidate will champion co-production and work closely with parent/carer forums, young people and community partners to design, develop and evaluate the service together.

Purpose of this post

The Service Lead – Neurodiversity and Emotional Wellbeing (Children and Families) will provide management and leadership for the developing Neurodiversity and Emotional Wellbeing service, including a Multi-Disciplinary Team (MDT). The role requires exceptional leadership and service development skills to proactively manage and develop the MDT and ensure excellent governance structures, systems and processes are in place that will meet CQC and OFSTED requirements.

The service will provide a single integrated and trauma-informed neurodiversity and emotional wellbeing offer aimed at children, young people and families, that supports people to recognise and manage a wide range of experiences and thinking styles as part of normal life, with specialist support available as appropriate.

Key job specific accountabilities

Management:

- Implement and lead the Neurodiversity and Emotional Wellbeing service (children and families).

- Ensure effective pathways for assessment and support, including through multi-agency working.
- Foster a culture of continuous learning and inclusion that drives improved outcomes for children and families.
- Operationally manage the multi-disciplinary team who will provide a single point of contact for families, young people and professionals where there are concerns about unmet need in relation to neurodiversity and/or emotional wellbeing and ensure effective early support pathways are in place.
- The majority of the team will be seconded from across the health, care and education system, so the postholder will ensure staff maintain links and clinical supervision (as required) with their substantive line managers throughout the course of the pilot programme.
- Work collaboratively with education, health, and voluntary sector partners.
- Ensure compliance with relevant legislation and best practice.
- Oversee budget management where required.

Strategic Leadership

- Shape and deliver the Council's Neurodiversity and Emotional Wellbeing programme.
- Drive a whole-system approach that reduces health inequalities, supports early intervention, and embeds inclusive practices across all settings, including education.
- Lead the design, roll-out and implementation of the service in line with national and local strategic priorities.
- Measure and evaluate service performance, ensuring the service adapts to meet pilot needs.
- Gather evidence of outcomes to demonstrate need for service continuation beyond the pilot phase.

Partnerships and Co-Production

- Build strong relationships with a wide range of partners, including schools, the NHS and community and voluntary organisations.
- Prioritise co-production by working closely with parent/carers forums, young people and community partners to design, develop and evaluate the service together. Ensure meaningful involvement of children, young people and families in service design and evaluation.

Quality and Compliance

- Ensure the service meets legal and regulatory duties (e.g. Children and Families Act 2014, SEND Code of Practice, Equality Act 2010).
- Lead robust performance monitoring and quality assurance processes to drive continuous improvement and deliver measurable outcomes, reporting to senior leaders and elected members.

Financial and Resource Management

- Manage budgets effectively and ensure value for money.
- Support commissioning and procurement activity related to service delivery.

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"> • Manage a delegated budget to support ongoing service development, including workforce training.
Staff Management Responsibilities	<ul style="list-style-type: none"> • Operationally manage the multi-disciplinary team. The majority of the team will be seconded from across the health, care and education system, so the postholder will ensure staff maintain links and clinical supervision as required with their substantive line managers throughout the course of the pilot programme.
Other	<ul style="list-style-type: none"> • This post is managerially located with the Assistant Director – Public Health in the Public Health, Customer and Community Wellbeing Directorate.

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications

- Masters level qualification in a relevant speciality or equivalent experience.
- Qualifications evidencing highly developed programme management and leadership knowledge.

Experience

- Significant experience of managing and leading teams.
- Good track record of problem solving in challenging service areas.
- Experience of delivering complex services or work programmes at scale and pace, with innovative design approaches proven through outcome delivery.
- Demonstrable evidence of improving service user outcomes.
- Experience of working with diverse stakeholders including schools and clinicians.
- Experience of co-production with service users/ carers in service planning/improvement.
- Considerable experience of delivering change in a complex partnership environment.
- Experience of working in a political environment.

Knowledge

- Good theoretical and practical knowledge of relevant current health and care policy.
- Evidence of continuing professional development.
- Detailed understanding of neurodiversity and emotional wellbeing presentation and needs.
- Good understanding of neurodiversity profiling methodologies.
- Good understanding of the current neurodiversity and mental health diagnostic pathways and models.
- Understanding of managing Multi-Disciplinary Teams.
- Understanding of the SEND system including EHCPs, SEN Support and the role of schools and available support.
- Understanding of Local Authority responsibilities for services to children with disabilities in terms of safeguarding and Section 17.
- Sound knowledge of Human Resources processes & policy of an integrated workforce.
- Understanding of national policy and standards of governance.
- Understanding of relevant NHS and local Government strategies, policies and plans.
- Be able to demonstrate an understanding of the principles of equality, diversity, and inclusion and how they apply to staff and families. Able to demonstrate personal commitment to challenging discrimination and promoting equalities, at an appropriate level for the post.

Skills and Aptitude

- Able to balance competing priorities and meet personal and service targets within a fluctuating and demanding workload.
- Evidence of management or leadership training and evidence of skills in leading, supporting and influencing others.
- Ability to lead with a constructive and optimistic mindset, approaching challenges within existing systems as opportunities for improvement and collaboration.
- Ability to afford assurance of quality and safety of services for programme of delivery.
- Able to organise own workload and that of the team to meet objectives and operate effectively.
- Very experienced and competent line manager with skills in managing a diverse workforce.
- Ability to think clearly, facilitate and challenge appropriately.
- Proven ability to manage staff and delivery within a given budget.
- Able to work effectively across organisational boundaries.
- A high degree of self-awareness and an ability to reflect on personal and professional attitudes and accept feedback.
- Ability to manage highly complex and difficult situations where there may be direct conflict.
- Sound IT skills (Microsoft office word, excel).
- Ability to collaborate constructively with colleagues within and outside the organisation to create the conditions for successful working.
- Ability to manage unpredictable pattern of work where there may be interruptions.

- Ability to work autonomously.
- Ability to analyse complex problems and advise on solution.
- Well-developed verbal and written communication abilities to a wide range of audiences and staff at all levels.
- Ability to present highly complex information to professional and public groups, internally and externally to the Council.
- Able to develop and maintain strong relationships with external partners and agencies where relationships are critical.

Disclosure and Barring Service – DBS Checks

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

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • This role requires emotional resilience, as it may involve dealing with highly sensitive and sometimes distressing circumstances involving children and young people with neurodiversity and emotional wellbeing needs.
Physical Demands	<ul style="list-style-type: none"> • Possible travel around Cumberland, agile working applies, work across Local Authority and Health sector footprints.
Working Conditions	<ul style="list-style-type: none"> • Office environment

Other Factors

- The post holder must be able to make own travel arrangements in order to meet service needs.