

Job Description and Person Specification

Job details

Job title: Head of Family Hubs & Early Help

Grade: NNCBAND 12

Reports to: Assistant Director of Early Help & Inclusion

Responsible for: 5 direct reports

Directorate and Service area: Family Hubs/Early Help, Children's Services

Purpose of the job

As part of the Family Hub and Start for Life programme development, North Northamptonshire Council are recruiting to an exciting new post that will be a key part of transitioning its Family Hubs into Business as usual and incorporating a new Early Help Team Around the Family Service.

Family Hubs provide a universal 'front door' to families, offering a 'one-stop shop' of family support services across their social care, education, mental health and physical health needs, with a comprehensive Start for Life offer for parents and babies at its core. The new team will work with families both universally and in a targeted way to ensure that children, young people and their families receive access to good quality provision but also have access to support at the earliest opportunity should they need it ensuring they get the right help at the right time by the right person in order to thrive.

You will strategically lead and develop early help services for children, young people and families across the Family Hub network, ensuring all services are effectively focussed on early intervention and prevention which leads to significant and sustainable outcomes. You will ensure services are responsive to need and outcomes are measurable by encouraging the partnership to utilise the newly developed Data Dashboard, intelligence gathered and the outcomes framework to evidence impact of interventions.

You will be responsible for the strategic and operational management of the integrated Family Hub and Start for Life offer, taking forward our ambitions to embed early help practice into our Family Hub model of delivery ensuring alignment and integration with providers of our commissioned 0-19 services; you will also be responsible for overseeing the co-ordination of a comprehensive youth offer in North Northants by working closely with the voluntary sector and community groups.

As a key system leader for Family Hubs and early help support, you will develop and manage local, multi-agency partnerships to support effective strategic developments and service delivery to our varied communities ensuring a collaborative approach.

Principal responsibilities

1. Provide strategic leadership for the development and implementation NNC Family Hubs and Start for Life programme in line with national expectations
2. Acting as Early Help lead for NNC to proactively support the delivery of the national Supporting Families scheme where Northants Children's Trust are the lead and contribute to identifying additional claims ensuring the delivery of high-quality, inclusive family support services that align with the evolving social care agenda. The AD will drive strategic initiatives, foster key partnerships, and advocate for policies that support families, while ensuring that services are responsive to the

diverse needs of parents and children. This role will also focus on continuous service improvement and team development to maintain excellence in family support.

3. Provide strategic leadership to deliver the Reducing Parent Conflict programme in NNC in line with DWP expectations
4. Provide strategic oversight of all statutory duties pertaining to Information & Guidance including Family Information Service, SEND Local Offer and the Family Hub digital front door
5. Provide strategic leadership to develop a cohesive and collaborative Youth Offer in NNC
6. Manage budgets on behalf of NNC to ensure financial probity within agreed budget and contribute to meeting efficiency targets as required
7. Develop and implement a NNC Early Help strategy ensuring key priorities are put into effective practice locally ensuring targets and performance measures are achieved as agreed by NNC Early Help Partnership Board
8. Actively pursue and review service user feedback, via co-production, on the quality of services delivered and use the information gathered to develop the quality of the service user experience
9. Actively work with local partners, service users and appropriate forums ensuring they are supported to fully engage in coproduction and ensure the service responds to local need.
10. Drive the implementation of consistent, integrated processes NNC wide
11. Provide line management, supervision and support to service senior managers and ensure arrangements are in place for professional support and development of all staff within the agreed vision for the service through both management and supervision
12. Strategically lead on the alignment of all 0 – 19 commissioned services, eg Public Health and ensure a holistic approach to providing support to meet the needs of the whole family to ensure better outcomes for all

Managing Quality and Performance

1. Ensure effective performance and quality assurance systems are in operation throughout the service
2. Encourage and analyse service user feedback to identify opportunities for service quality and performance improvements
3. Deal swiftly and effectively with complaints and promote compliments
4. Lead on preparations for inspection and external oversight with managers and staff

Line Management responsibilities

1. Responsible for the direct supervision and management of senior managers within the service
2. Ensure effective and regular supervision and appraisal takes place of staff, maintaining accurate recording and implementing conduct/capability action plans where necessary.
3. Review and monitor Family Hub Assessments and Family Plans made by Family Hub staff, ensuring that that staff achieve a high quality of work and record keeping of case files is in line with local and national standards and the requirements of inspection regimes.
4. Facilitate effective communication between staff across hubs, including holding regular team meetings to ensure key messages are communicated to all relevant staff, and providing opportunities for staff to share examples of good practice across service areas.
5. Provide professional guidance for all staff in family hubs.
6. Set and review targets; monitor individual performance; provide guidance and direction; take appropriate management action to ensure the effective performance of all staff.
7. Ensure that staff spend sufficient time on continuing professional development and through supervision and appraisal identify any training and development needs.

8. Coordinate and meet the training and development needs of family hub staff.
9. Responsible for leading HR procedures related to all staff, including sickness absence and capability proceedings.
10. To ensure that the health and safety of staff is given significant priority, and that leadership is provided in ensuring that staff take responsibility for their own and others safety.
11. Engender a positive, result focused working environment and lead focused groups / teams in targeted areas of work.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs
2. To work flexibly to meet the needs of the service. This will include working from any service base as required as well as some early mornings, evenings and weekend work. All staff within the service may be required to work across the whole of North Northants on occasion
3. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons)
4. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care
5. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder

Special Features of the Post

This post requires satisfactory clearance of an enhanced Disclosure and Barring Service disclosure

This post will require the postholder to travel across NNC and deliver from any of the Family Hub sites on occasion

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> • A professional qualification at degree level in a relevant field such as Health, Education or Social Care or Management qualification to level 5 or substantial relevant management experience 	<ul style="list-style-type: none"> • Recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development
Experience and Knowledge	<ul style="list-style-type: none"> • Substantial and recent senior management experience in leading the provision of programmes and services for children and families • Experience of leading and managing the delivery of integrated services and effective programme management • Experience working in an Early Help environment and understanding thresholds of need • Experience of analysing complex information and data to achieve results and improve performance • Leading and managing staff from different service areas, supporting staff development • Experience of engaging children, young people and families in service design and delivery • Experience of managing significant budgets and programmes • Knowledge of the Children's agenda and Government Policy as it relates to Health, Social Care and Education service delivery • Highly developed presentational skills for a range of audiences 	
Ability and Skills	<ul style="list-style-type: none"> • Display strong financial management skills to bring about demonstrable improvements in efficiency and value for money 	

Attributes	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> • Ability to interpret data and apply learning • An ability to communicate, network, engage and influence effectively with a wide variety of audiences both within and outside the Council, including Elected Members, Directorate Management Teams and trade unions • Highly developed inter-personal skills • Ability to work under pressure and work to tight deadlines 	
Equal Opportunities	<ul style="list-style-type: none"> • Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs • The post-holder should be committed to working with children and families from diverse backgrounds and to working with them to promote positive health and social outcomes 	
Additional Factors	The ability to travel across North Northamptonshire, including multiple journeys, on a daily basis	