

Job Description

Job Title: Targeted Support Service Manager

Grade: P4

Job Purpose

The purpose of the role is to manage, develop and continuously improve the delivery of a high quality and effective local targeted early help provision that responds to the needs of children and their families in a timely manner and within statutory guidelines.

The post holder has responsibility for the safe and effective provision of local services of a wide range of statutory and non-statutory disciplines within one team. This includes working closely with internal and externally commissioned services and county partners including educational establishments, early year's settings, health services, district councils, voluntary organisations, other social work services within the council and the Police.

Targeted Support Service Managers hold the key responsibility of supporting families with many different levels of need from mild to acute. On a regular basis they are required to provide advice around domestic abuse, SEND, substance misuse, physical and mental health, families with multiple problems and living in poverty. They are also held accountable for all aspects relating to managing performance and practice within their area.

	Main accountabilities
1.	<p>Leadership and Management</p> <p>Advise and lead the service at a local, district and County level using technical expertise and informed judgement to deliver successful outcomes. Provide leadership of the team, leading and fully managing the targeted early help offer through an effective multi-agency and multidisciplinary early help provision on behalf of the council and embedding whole family work in line with the national Supporting Families programme.</p> <p>Plan, manage and monitor the use of available resources to balance the demand for the service with the resources available.</p> <p>Model the values and principles that underpin high quality practice by leading by example</p> <p>Develop and establish practice standards, expectations and timescales establishing clear lines of accountability, building trust, good morale for the team.</p> <p>Facilitate information exchange by establishing good communication mechanisms both internally and with external partners.</p> <p>Lead on practice development initiatives to ensure a confident and professional workforce.</p> <p>Provide judgement and expertise around complex cases to manage risk.</p>
2.	<p>Service Delivery</p> <p>Be responsible for ensuring continuous and safe service delivery.</p> <p>Responsible for the delivery of a service that meets the legislative requirements and Council standards and objectives.</p>

	<p>Develop services to ensure that the core priorities are targeted within the local service offer. Ensure work is allocated appropriately from the Early Help Hub within timescales as outlined in practice standards.</p> <p>On behalf of the service, lead a thematic workstream – developing practice, systems and processes and communicating key decisions and changes back to the wide group of Service Managers (e.g. Child and Family Centres, Parenting Programmes, work with Young People or new themes as they emerge at the request of the Head of Service).</p> <p>Work collaboratively with other services in social work and CAMH to ensure that thresholds are maintained and families experience a safe and seamless transition between specialist and universal services.</p> <p>Local commissioning of services to meet identified gaps in provision.</p> <p>Produce, analyse and interrogate management information/performance data, make recommendations to inform both strategy and changes to service delivery where appropriate. Implement changes as approved. Conduct audits on practice standards and implement recommended actions with team to ensure a culture of continuous improvement.</p> <p>Contribute to multiagency thematic audits across the county</p>
3.	<p>Partnership Working</p> <p>Establish and maintain effective partnerships and working relations with external organisations including school settings and health to achieve integrated planning and delivery of services that aim to address the needs of vulnerable children, young people and their families.</p> <p>Seek opportunities to develop integrated practise to ensure the best possible use of resources, reduction of demand on more specialist services and improve outcomes for children and young people.</p> <p>Actively establish, develop and maintain professional relationships with key partner agencies, i.e. police, schools, health and voluntary organisations to ensure effective partnership working arrangements and promote positive outcomes for children and families.</p> <p>Utilise partnership working to identify alternative and viable resources within local communities.</p> <p>Attend and contribute to decision making forums for complex cases to support planning and to promote positive outcomes for children and families</p>
4.	<p>Risk Management</p> <p>Responsible for exerting appropriate risk management and rigour regarding the management of the County Council's thresholds.</p> <p>Responsible for safeguarding decisions around case work and within the context of legislation using professional judgement to ensure cases are moved into Social Care appropriately.</p>

	<p>Responsible for ensuring safeguarding processes are in place; manage risk in relation to safeguarding by assessing cases, advising and challenging the team, schools and partners. Be able to develop to work across any function area in the management of risk and provide advice to practitioners and Heads of Service.</p> <p>Ensure all members of the team hold safeguarding as a priority and manage risk accordingly.</p> <p>To ensure appropriate security and confidentiality of all information in relation to children and any other business of the service.</p>
5.	<p>Budget Management and Resource Allocation Responsibility for the effective management of the budget for services within the team.</p> <p>Ensure resources are allocated to areas of need and provide robust quality assurance for all budgets associated with service delivery.</p> <p>Ensure the service is creative and uses innovative responses to address need, ensuring the cost-effective management results in the right service</p>
6.	<p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p>

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification and significant level of experience	Degree	Essential
Up to date and appropriate CPD and evidence of ongoing commitment to this		Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge	Proven knowledge and understanding of relevant legislation, policy and practice in relation to preventative services for children, young people and families	Essential
	Sound knowledge of the wide diversity of health providers, school, early year's settings and the context of education and how it is delivered	Essential
	In depth understanding and commitment to principles of the Supporting Families policy and practice.	Essential
	Significant previous experience and demonstrated ability to undertake strategic planning, implementation and evaluation	Essential
	Previous experience of successfully managing performance to achieve best outcomes for children and families	Essential
	Demonstrable successful Partnership working	Essential
	Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities	Essential
	Proven experience and ability to thrive in a complex environment and demonstrate resilience	Essential
Skills		
Quality Assurance and Performance/Service Improvement	Good analytical skills, proven experience of summarising, analysing and evaluating information. Ability to develop and sustain systems and processes to effect high quality service delivery and maintain performance standards	Essential
Influencing and Negotiating	Ability to use leadership and delegation skills to influence partners within and outside of the Local Authority in the development and delivery of strategy in relation to working	Essential

	with communities, children and families Ability to challenge others constructively and make informed decision	
Management of Risk	Ability to manage risk proactively through assessing risk and options and challenging appropriately	Essential
Flexibility and resilience	A flexible and resilient approach to plan, organise and prioritise a demanding workload in order to maintain the delivery of multiple, competing short and long term objectives	Essential
Strategy and Vision	Ability to work creatively to achieve and implement strategies and new initiatives and inspire others to think and behave differently	Essential
Communication	Excellent communication skills including strong report writing and presentation skills. Strong and effective interpersonal skills in groups, teams and one-to-one situations	Essential
Decision Making	Ability to make decisions within remit and work autonomously. Ability to analyse complex issues and offer sound professional and managerial advice	Essential
Financial skills	Ability to make cost-effective use of available resources	Essential
Experience		
Operational Experience	Significant experience of leading, developing, managing and motivating a team	Essential
Performance Management	Previous experience of successfully developing and managing a team to achieve best outcomes for children and families and high performance Ability to manage a diverse team to provide an integrated service	Essential
Evidence Based Interventions	Experience of the delivery in practice	Essential
Managing Change	Experience of successfully managing change which has led to service improvements	Essential
Resilience	Proven experience and ability to thrive in a complex environment and demonstrate resilience Taking personal responsibility for making things happen and achieving desired results.	Essential
Resource Management	Experience of managing resources and influencing other budget holders to contribute to this	Essential
Partnership Working	Experience of developing and maintaining effective working relationships with internal and external partners as appropriate	Essential
Project Management	Demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost target	Essential

Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.
Safeguarding (<i>include for roles working with children/vulnerable adults</i>)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
--	-------	---------------	-------	--------	--------