



Job Description

Job Title: Service Manager - Children and Family Support Services

POSCODE: HAY03496

Grade: SM1

Overall, Purpose of Role

Service Manager, Children and Family Support Services role has both a tactical role and strategic role, bearing the responsibility of managing the delivery of high quality, inclusive services, that promote and safeguard the welfare of children and young people across the Northamptonshire,

Planning and implementing a programme of improvement work to set a culture of continuous improvement, set performance objectives, conduct reviews, and address issues within teams.

To be accountable for professional advice, guidance and instruction to managers and practitioners and to work with partners and stakeholders across Northamptonshire to successfully deliver Early help services, programmes, and projects, which includes strategic involvement in appropriate local boards and working groups locally and regionally with the aim of achieving the best possible outcomes for Children, Young People and Families.

Main Accountabilities

1	To provide strategic leadership and management for a range of human, financial and physical resources within defined services and/or geographical areas. Key responsibilities for performance management of the Children and Family Support Service designated teams. <ul style="list-style-type: none"> - Managing team manager direct reports - Support the implementation of National Government initiatives. - Support Partnership Relationships internally and externally to promote effective and efficient service delivery. - Managing risk associated with the caseload and centre-based activity
2	Manage and be accountable for high level risk, decision making and assessment in relation to safeguarding Children. Operate effectively in the context of the legislative framework, local and national policy/guidance/procedures, in the management of risk and service provision
3	To champion early help and prevention interventions to reduce escalating concerns by co-ordinating the work of the team with other departments and external agencies to meet the holistic needs of children, young people, and their families.
4	To provide the leadership and management of the services and provide leadership expertise relating to change management processes.

	To plan, implement and evaluate services under own control, contributing to relevant strategies and service plans and produce updates and reports for internal and external stakeholders.
5	Effectively represent the Service at a range of internal and external forums, relating to the development of systems, policy, and practice across local and regional forums.
6	To be responsible for ensuring the highest quality of service and associated support functions, by consistent quality assurance practice that evaluates the performance of service delivery against practice standards and service priorities adopting a learning approach to practice improvements.
7	Lead the key areas of responsibility relevant to the service needs and post ensuring effective services are delivered. Support commissioning of services ensuring services are value for money and responsive to children and family needs. Work in collaboration with children and families to ensure that their views and thoughts are represented in the wider improvement and development activity of Children and Family Support Services
8	Contribute to the development of systems and processes to ensure effective practice and performance and accountabilities across services and organisations, in keeping with the statutory responsibilities.
9	Budget manager, responsible for ensuring the optimum use of available funding within the limit set following financial governance arrangements. The post holder is expected to exercise judgement on the most effective use of the any discretionary budget for the greatest impact for the service.
10	To lead specific projects and reviews undertaking research and producing information and reports.
11	Deputise for the Assistant Director as necessary and attend internal and external meetings on their behalf as required.
12	To promote equality of access to services and anti-discriminatory practice in the delivery of services and the management of staff.
13	Any other duties and responsibilities commensurate with the post.

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
Educated to a degree level or equivalent by experience	Social Work, Early Help Children and Family Support Management, probation, teaching, relevant health discipline or equivalent.	Essential
Evidence of ongoing professional development.		Essential

Knowledge		Essential/ Desirable
Knowledge of evidence-based approaches and interventions known to achieve good outcomes for young people	Knowledge of practice frameworks such as Signs of Safety Systemic Practice Restorative Justice Trauma Informed Practice Motivational Interviewing or relevant others.	Essential
Knowledge of relevant legislation and policy frameworks for children's social care; including child protection and looked after children.	Working knowledge of Children Act, 1989 and other core legislation Working Together to Safeguard Children Ofsted Framework for inspecting local authority services for children in need of help and protection, children in care and care leavers	Essential
Good understanding of the political context and environment of local government.		Essential
Skills		
<ul style="list-style-type: none"> • Leadership skills with the ability to manage a diverse team to deliver challenging targets and outcomes. 		Essential
<ul style="list-style-type: none"> • Strong interpersonal and communication skills including the ability to persuade and influence partners and stakeholders and resolve conflict. 		Essential

<ul style="list-style-type: none"> Highly developed analytical and problem solving skills supporting managers and staff in their interventions, plans and decision making. 	Essential
<ul style="list-style-type: none"> Excellent written & verbal presentation skills to communicate with a range of individuals on complex issues in a way that is concise and easily understood by a range of audiences. 	Essential
<ul style="list-style-type: none"> Ability to assess and assimilate complex information and develop innovative solutions that are both practical and effective. 	Essential
<ul style="list-style-type: none"> Personal drive and tenacity to motivate, empower and support individuals and teams to achieve. 	Essential
<ul style="list-style-type: none"> Ability to manage change and support the development and implementation of new services, this may include working in collaboration with partner agencies. 	Essential
<ul style="list-style-type: none"> Digitally capable, able to use software and electronic data systems. 	Essential
<ul style="list-style-type: none"> Ability to work in partnership with public and private sector colleagues at an appropriate level to develop shared objectives and implement them. 	Essential
Experience	
<ul style="list-style-type: none"> Managing of services working with children, young people and their families. 	Essential
<ul style="list-style-type: none"> Managing risk, compliance and safety where there are complex and competing considerations. 	Essential
<ul style="list-style-type: none"> Managing teams in the delivery of a range of interventions and support services to young people. 	Essential
<ul style="list-style-type: none"> Managing organisational change within an agreed budget envelope. 	Essential
<ul style="list-style-type: none"> Strategic and operational planning, monitoring and review to lead the implementation of change. 	Desirable
<ul style="list-style-type: none"> Working positively with staff from other agencies and an understanding of and ability to work with different cultures, expectations and priorities. 	Essential
<ul style="list-style-type: none"> Financial management experience with the ability to analyse services in terms of unit costs, value for money and market context. 	Essential
<ul style="list-style-type: none"> Managing a professionally diverse team performance following HR policy and procedures. Ensuring that challenging targets can be delivered on time and within budget. 	Essential
<ul style="list-style-type: none"> Track record of establishing a strong performance culture and improved service delivery. 	Essential
<ul style="list-style-type: none"> Case management experience where there are complex, professional and ethical issues. 	Essential
Equal opportunities	Essential

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Safeguarding 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	Essential

Disclosure level	
What DBS Level is required for this post?	
None	<input type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input checked="" type="checkbox"/>

Working Arrangements	
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>