# Job Description and Person Specification

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| Job Title: | Assistant Manager - Child & Family Centre |
| Service: | Children and Families Services |
| Grade: | P1 |
| Reports to: | Child & Family Centre Manager |

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| Job Purpose: |
| * Work with the Child and Family Centre Manager to ensure the effective operational delivery of 0-19 services within a designated district
* Provide safe and effective staff and caseload management across a spectrum of needs
* Lead evidence based practice development specific to families with children under the age of 5
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| Principal Accountabilities: |
| **1. Operational Management** • Undertake the management of relevant staff and services as agreed with the Child and Family Centre Manager • Provide safe and effective management, supervision and development arrangements for a proportion of staff within the team so that they receive the necessary support and advice to enable them to deliver high quality services • Actively prioritise the workload of staff at district level with a view to ensuring a rapid and effective response to identified need within required timescales • Undertake delegated management responsibilities as determined by the Child and Family Centre Manager • Alongside the Child and Family Centre Manager, ensure that the system for the allocation of referrals is effective so that workloads are properly managed, that children and families receive timely and integrated responses and procedures, and standards are adhered to • Undertake casework where there are particularly complex or critical issues, which require management input to ensure an appropriate and effective response • Alert the Child and Family Centre Manager to complex, contentious or controversial case/service management issues so that speedy and positive resolutions can be achieved • Chair team around the family meetings for complex/intensive cases **2. Improving Service Delivery** • Support the development of referral and allocation processes with the early help hub and ensure that a lead professional is allocated when required within 48 hours • Support flexible and timely transfer of the lead professional role between social care and the Child and Family Centre • Co-ordinate group work activity within a district to ensure a consistent offer and effective use of resources for children and families, working closely with District Targeted Support colleagues • Support the development and implementation of high-quality Early Help Assessments and family plans within required timescales • Support the development and implementation of a proactive approach to the involvement of children and young people, parents and carers in the service delivery development, planning and evaluation **3. Quality Assurance and Performance Management** • Support the Child and Family Centre Manager in collecting and reporting on management information so that the team’s performance can be monitored, areas of good and poor performance identified, and solutions put in place to strengthen and improve the delivery of services • Contribute to the monitoring of service delivery to ensure that performance standards and local targets are met, including the embedding of a caseload management system for all staff • Ensure local needs and gaps in provision are highlighted with a view to informing priority setting and joint planning processes at area and county level to ensure equity and improved outcomes• Ensure timely audits take place within the required guidelines; providing guidance and support to staff and ensure best practice is shared and performance issues are addressed **4. Policy and Planning** • Develop an in-depth analysis of resources within the district and complete a local needs assessment. Working with the Child and Family Centre Manager and partners, draw up action plans for improving outcomes for children and families within that district• Take a thematic lead on behalf of district in a particular field of work or area of professional expertise or identified district priority keeping abreast of national and local changes in policy and trends with a particular focus on the 0-5 age group **5. Prevention and Partnership** • Support the Child and Family Centre Manager in the development of effective partnership arrangements with Health Visitors, Midwifery, early years providers, schools, voluntary and community sector and other service providers in the district that enable an integrated partnership response to need**6. Financial Management** Work with the Child and Family Centre Manager to ensure effective management of the budget for services within the district and control expenditure within cash limits so that financial resources are deployed within agreed priorities and to maximum effect |

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| **Job Knowledge, Skills & Experience**: |

**Minimum levels of qualifications and experience required for this job**

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| **Qualifications Required** | **Describe** | **Essential or desirable** |
|  | Key Skill Level 4: Bachelor’s degree; HNC; HND NVQ level 4 or equivalent; including professional qualification or significant level of experience. Subject: In a subject relevant to the role.  | Essential |
|  | Relevant qualification at Level 5 or above. Subject: In a subject relevant to the role, for example Leadership and Management | Desirable |

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| **Knowledge & understanding** | **Describe** | **Essential or desirable** |
|  | Knowledge of policy, legislation and guidance relating to all services to be managed within a Child and Family Centre environment.  | Essential |
|  | Knowledge and understanding of policy, guidance and legislation in relation to safeguarding, social care, additional needs and other specialist services such as mental health.  | Essential |
|  | Knowledge of policies and practice relating to children, young people and families and, in particular, preventative services and the development of children’s centres  | Essential |
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| **Skills** | **Describe** | **Essential or desirable** |
|  |  Ability to manage risk proactively  | Essential |
|  | Ability to analyse and evaluate information critically | Essential |
|  | Ability to prioritise and manage time  | Essential |
|  | Ability to work independently and make decisions autonomously  | Essential |
|  | Ability to travel  | Essential |
|  | Capacity to manage change well for self and others  | Essential |
|  | A clear vision for the future that is focussed on improving outcomes for children and young people in all aspects of their lives  | Essential |
|  | The ability to achieve results through others and empower the team to achieve targets  | Essential |
|  | The ability to inspire others to think and behave differently | Essential |

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| **Experience** | **Describe** | **Essential or desirable** |
|  | Post qualification experience in a relevant field (e.g. Early Years, Attendance, Parenting support or Behaviour management)  | Essential |
|  | Relevant proven experience in a related field  | Essential |
|  | Experience of exercising effective operational links with colleagues from other agencies  | Essential |
|  | Experience of using management information to analyse and improve performance to achieve a satisfactory outcome  | Essential |
|  | Experience of establishing effective performance measures and evaluating service quality | Essential |
|  | Experience of managing change leading to service improvements, with particular reference to organisational development for staff coming together from different professional backgrounds.  | Desirable |
|  | Experience of exercising control over the use of resources in services for children and young people and the ability to influence other budget holders on their behalf. | Desirable |