

## Job Description

**Job Title:** Head of Service Integrated Front Door and Assessment

**Reports to:** Service Director Childrens Social Care and Targeted Support

**Grade:** P6

**Location:** Cambridgeshire

### Job Purpose

The role will be responsible for establishing and leading the delivery of services to Children and Families in Cambridgeshire. The role will be responsible for forging the identity of Cambridgeshire and making changes to the system by introducing new processes.

This will be achieved by adopting a highly collaborative approach ensuring internal and external resources work together to identify and deliver a range of services to appropriately meet the needs of children and families in Cambridgeshire, including working with the Safeguarding Board to develop future strategy and working with partners to forge new approaches to system change.

This role is also responsible for the management and oversight of high quality interventions, ensuring children and families are at the centre of everything we do whilst also supporting the development of integrated services for young people.

To lead and performance manage services against local and national indicators and targets within statute and the relevant guidance to ensure that assessment and interventions are delivered in time and are of high quality to meet children and family's needs

Specifically, this role will lead a Service which delivers the following functions:

- Childrens Assessment Teams
- Integrated Front Door and MASH
- Emergency Duty Team
- MET Hub

### Leadership and Collaboration

Demonstrates compassionate and inclusive leadership, through the line management of services for whom the post is accountable and a commitment to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents of the County.

Actively understand the challenges faced by colleagues across the organisation to be able to support the delivery of corporate objectives.

Actively promote and role model the council's priorities and ways of working, values and behaviours to ensure they are delivered throughout the service.

Develop and implement effective communication and engagement arrangements with all stakeholders to facilitate effective relationships that drive improvements in service delivery

## **Governance**

Understand and uphold the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensure that they are followed throughout the directorate.

Support the democratic process, providing advice to elected members on the appropriate response to local and regional matters as well as the internal business of the Council.

Champion effective management of risk and the active response to audit findings in relation to service delivery. Be jointly accountable with others in the Directorate for the local risk register and any aspects of the corporate risk register and corporate risk framework of the Council relevant to services areas that the postholder is accountable for.

Ensure that teams under the postholders sphere of influence fulfil their duties in relation to standards, complaints and scrutiny, maintaining an open culture of transparency, accountability and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.

Promote, preserve and protect the health, safety and wellbeing of councillors, employees, service users, contractors and partners in the provision of Council services, ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act 1974.

## **Innovation**

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, take appropriate risks, and recognising innovation.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability and continuous improvement.

## **Equality, Diversity and Inclusion**

Promote an organisational culture that is positive, safe, respectful and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act at all times in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

## Role Specific Accountabilities

### Strategic Leadership

Responsible for contributing to the development and delivery of children's services' vision, values and strategic objectives for children and young people, and their parents and carers, taking a lead role on the development of relevant strategies, policies, procedures, programmes and projects across Children's Services and professional agencies.

Ensure safeguarding is actively promoted, understood and procedures followed so children and young people are protected.

To take lead responsibility for specific areas of practice and strategic development relevant to the service, e.g. MAPPA, MARAC, CSE Operational and Domestic Abuse, Child Death Panel.

Ensure all children have quality assessments and plans, leading to safe and effective interventions to meet need.

To participate and actively lead care planning for all children

Contribute to the delivery of preventative services across all thresholds of need.

Provide advice and guidance on case management and effective risk management of the most complex situations.

Attend, contribute and /or provide written reports, advice and information to any relevant committee, member or board meeting as appropriate. Represent the Council at specified meetings as agreed with the Service Director.

Lead and direct the agenda for Service Manager and Team Managers meetings and any other meeting and committee as and when required.

Provide leadership to ensure the effective management of resources through strong recruitment, induction, supervision, training, retention and people management techniques.

To line manage Service Manager(s) and overall management responsibility for the respective service areas and deliver services through the relevant Service plans.

### Partnership Working

Represent Cambridgeshire County Council (CCC) in multi-agency networks including the Local Safeguarding Board.

Work in partnership with other organisations at a strategic level to achieve positive outcomes for Children and Families.

Ensure appropriate attendance at wider Childrens Social Care meetings including practice reviews, and workforce boards.

Provide leadership and advise the Safeguarding Board, Health & Wellbeing Board, MASH Governance Strategic Group, the Lead Portfolio Holder and any other committee and/or relevant board.

To deputise for the Service Director, and or Director of Children Services as and when required, at any service or multi – agency meeting, board and /or committee.

### **Managing Resources**

Take collective and shared responsibility for the effective leadership and management of the Council's services and delivery of improved outcomes and the achievement of value for money.

Continually review and reshape service delivery to achieve financial efficiencies and maximise opportunities for income generation, whilst maintaining the highest standards of service delivery.

Ensure the effective management and deployment of all appropriate budgets in line with agreed financial processes, envelopes and savings, including contract budgets for people services and pooled budgets where appropriate.

### **Statutory Responsibilities**

Ensure services are delivered in accordance with statute, national and local standards, targets, regulations and legislative requirements.

Ensure assessments and interventions are timely, responsive and meet need taking into account the child and families' views.

Ensure safeguarding procedures are followed, up to date and maintained to protect vulnerable children and families.

Ensure assessments are of high quality and address and meet need of the child and family.

### **Sole Decision Maker – Out of Hours**

Work across any function area in the management of risk and advise out of hours with regard to children at risk of significant harm or in need of protection where appropriate.

Manage thresholds and where appropriate agree accommodation, including on call out of hours working for adults and children.

To act as a decision maker for the Emergency Duty Team on a rota basis

## Person Specification (essential criteria)

<b>Experience</b>	<p>Significant and successful experience of:</p> <ul style="list-style-type: none"> <li>• Working at a senior level within a large and complex organisation with comparable scope, responsibilities, budget, and resources.</li> <li>• Providing balanced strategic advice and guidance in a political setting.</li> <li>• Leading the delivery of public services with competing priorities and demands often outside of the Council's direct control.</li> <li>• Leading transformational change and creating innovative service models, particularly in response to the demands of an organisation that is undergoing a radical transformation and modernisation.</li> <li>• Delivering complex projects on time and within budget and outcomes</li> <li>• Leading and contributing to strategic decision making, resource allocation and to policy formulation and delivery, adopting a problem-solving culture.</li> <li>• Delivering creative and innovative solutions to improve the use of resources and achieve value for money across an organisation.</li> <li>• Establishing a strong performance culture including effective performance measures, evaluation of service quality and the improvement of service delivery to achieve the Council's objectives</li> <li>• Leading, managing and developing employees to sustain high levels of service delivery, recognising and developing talent.</li> <li>• Developing and nurturing positive and constructive working relationships with a wide range of customers, stakeholders and partners, maintaining a positive personal and organisational profile.</li> <li>• Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity.</li> </ul>
<b>Skills and knowledge</b>	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> <li>• A comprehensive understanding of the current issues and challenges facing local government as well as the statutory framework governing the sector.</li> <li>• Understanding of the barriers to organisational and cultural change and the commitment to being a catalyst for change.</li> <li>• Detailed knowledge and understanding of operational safeguarding children services and corporate parenting.</li> <li>• Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment.</li> <li>• Business acumen and an entrepreneurial mindset to lead the strategic delivery of services and maintain a focus on obtaining best value for money at all times balanced, against the difficult and sensitive challenges faced.</li> <li>• Ability to lead, develop and sustain effective team, partnership and multi-agency working through strong effective advocacy, influencing and negotiating skills.</li> <li>• Skills to provide creative solutions to complex problems together with high level analytical, presentational and communication skills.</li> <li>• Ability to establish and sustain positive relationships that generate confidence, ability and trust.</li> <li>• Highly developed influencing and negotiation skills to operate at a strategic professional and political level, locally and nationally.</li> <li>• A clear and strong personal commitment to equality, diversity and inclusion</li> </ul>

	<p>and a track record of developing inclusive services and leading by example.</p> <ul style="list-style-type: none"> <li>• Personal and professional credibility which commands the confidence of elected members, senior managers, staff, external partners and external stakeholders.</li> <li>• Leadership by example with a style that empowers others and is open to question and challenge as well as a commitment to continuous self-improvement.</li> <li>• A commitment to and evidence of successful strategies in managing personal resilience and wellbeing at a leadership level and promoting positive leadership practice, role modelling these behaviours for others.</li> <li>• Evidence of planning for the future delivery of services, including effective workforce planning for future challenges.</li> <li>• Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that command respect, trust and confidence.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent in any relevant subject.</li> </ul> <p><b>Role Specific:</b></p> <ul style="list-style-type: none"> <li>• Recognised Social Worker qualification</li> <li>• Relevant specialist post qualifying and or post graduate training</li> <li>• Current Social Work England registration</li> </ul>
<b>Equality, Diversity and Inclusion</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.</li> </ul>
<b>Safeguarding</b> (include for roles working with children/vulnerable adults)	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

#### Disclosure level

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

#### 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	<b>Hybrid</b>	Field	Remote	Mobile
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