

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Children's

Job Ref Number: 01616

Service Area: Locality

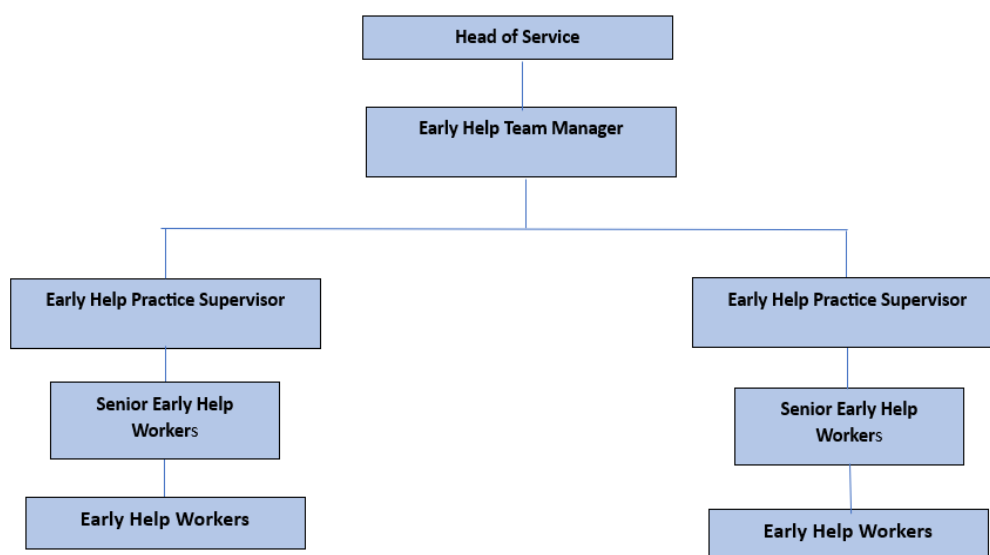
Grade: G13

Job Title: Early Help Team Manager

PURPOSE OF JOB:

To lead, manage and monitor the delivery of locality Children's Services in a given geographical area to children, young people 0-18 and their families, including all functions and the meeting of all performance indicators and targets; this includes matrix management across all locality Early Help Teams and partner agencies as part of the Supporting Families Programme as well as leading locality response to 16/17 year old and care leavers accommodation/ homelessness. To ensure effective joint work and liaison with other statutory and voluntary agencies together with achieving best standards in consultation with other parts of the services. To provide day to day leadership and management to the commissioning team(s) within own area of responsibility whilst developing and maintaining strong and effective partnership relationships with the commissioners and their teams. To continuously look for synergies and efficiency savings across area of responsibility.

STRUCTURE CHART:



MAIN DUTIES: The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

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| 1 | <p>Providing leadership and management to deliver the agreed priorities, working collaboratively with commissioning teams, other colleagues in the locality teams and partner agencies</p> <ul style="list-style-type: none"> • Maximising the impact of resources and value for money to achieve improved outcomes including the achievement of the PbR. • A personal portfolio of corporate programmes or projects • To contribute as part of senior management to the creation of one organisation, giving leadership to the communities Lincolnshire County Council serves, working effectively in partnership with others to develop effective corporate solutions to the challenges the Council faces • Demonstration of the Council's Core Abilities at Middle Management level <ul style="list-style-type: none"> • Personal Leadership • Being Future Focused • Political and Commercial Astuteness • Supporting a High Performing and Flexible Workforce • Drive for Result |
| 2 | <p>Responsible for monitoring and evaluating important policy, service practice and provision not only for their service area but as part of matrix management arrangements across the whole County. Post holders should have a commitment to continually improving quality.</p> |
| 3 | <p>To review and manage current use of resources and working with partners to ensure a robust approach to analysis and forecasting of population needs and balancing service delivery in terms of volume, cost and funding.</p> |
| 4 | <p>Contribute to the development of and gain support for, the Council and Directorate's shared values, vision, policies, objectives and strategies. To review services in accordance with the Council's Business Planning arrangements and implement changes as a result of the review.</p> |
| 5 | <p>The postholder will understand and work with the market, demonstrate extensive networking skills and be in regular contact with key stakeholders to ensure effective and efficient delivery of service.</p> |
| 6 | <p>Contribute to the improvement of services in area of responsibility, identifying where possible, value for money savings and managing within allocated budgets.</p> |
| 7 | <p>Develop and Implement quality assurance systems, including the monitoring and review of all services provided and ensure these comply with the Council's Business and Organisational Strategy as well as the Directorate's service plan.</p> |

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| 8 | By way of audit and other quality assurance methods identify and advise the Directorate of any issues/findings that require attention, change or modification to ensure the continued effective delivery of safe and robust services to children and families. |
| 9 | To contribute to the Council's statutory obligations and where appropriate any national and local performance indicators. |
| 10 | Ensure that service user needs are effectively assessed and services delivered according to that assessed need through a whole family approach. Be responsible for the efficient and effective systems and performance to ensure workflow and case demands are met. |
| 11 | <p>Deputise for the Service Manager as required and undertake other duties to secure the continuance of service delivery within Lincolnshire County Council.</p> <p>To lead and contribute to complex meetings and group discussions to solve problems and make decisions.</p> |
| 12 | Identify opportunities for improvement and change in services. To optimise the resources and infrastructure available to the Council, and ensure they are utilised effectively and efficiently. |
| 13. | <p>Be responsible for delegated budgets and ensure they are used in accordance with financial regulations.</p> <p>Be responsible for the specification of services required to meet service user needs for the purpose of commissioning services through contract with service providers.</p> <p>Lead, manage and negotiate local contracts and agreements with, and provide advice and support to, internal and external providers of services.</p> <p>Develop, co-ordinate and support project management groups, contract compliance groups and other associated advisory and management groups including Children's Trust Arrangements</p> |
| 14 | <p>To lead a team of staff (20-75 staff), including recruitment, induction, training and personal development, absence management, retention, grievance /discipline/ capability, succession planning and workforce planning.</p> <p>To co-ordinate and/or provide professional supervision for staff across a Locality or the Directorate, as required, irrespective of the disciplines of the staff concerned.</p> <p>Manage staff work patterns and case loads commensurate with service user demand and ensuring they do not impact negatively/detrimentally on staff.</p> |

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| | <p>A requirement to work evenings and weekends as required and as part of a rota.</p> <p>To ensure all staff are aware of and comply with the Corporate Policies and Procedures as well as Children's Services Policies and Procedures including Risk Assessment requirements.</p> <p>Ensure all staff work to safeguard children and promote their welfare and are aware of and work to LSCP expectations.</p> |
| 15 | <p>Provide advice and support to the service in relation to complex cases; respond to complaints from service users, relatives and carers.</p> <p>The postholder will communicate with and provide advice to service users, other professionals and senior managers through day to day delivery of service, including budget management which may be contentious and complex, requiring persuasion, advocacy and sensitivity as there are likely to be significant implications for the individuals or service.</p> |
| 16 | <p>To remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice and ensure that all services comply with legal and regulatory requirements.</p> |
| 17 | <p>Maintain effective contacts with building services and Health and Safety Officer to secure effective management of a range of delivery and administrative centres.</p> <p>The postholder is required to be available outside of office hours.</p> |
| 18 | <p>The postholder will make decisions in accordance with corporate HR policies and procedures and will be responsible for any decision to safeguard a child in accordance with national and local directives.</p> <p>Decisions have strategic impact on council as well as service users. Consequences of decision could involve injury to child, damage to the reputation of the Council, wellbeing of staff, abuse of finances or legal action against council by client or staff member.</p> <p>Due to the nature of the work the postholder may be at increased risk of verbal and physical abuse and undertake lone working.</p> |

PERSON SPECIFICATION

The post requires the ability to undertake work of a complex and diverse nature which necessitates knowledge and skills at an advanced level in a number of specialist disciplines including education, law, finance, management and procedural matters.

The postholder will be expected to have:

| Requirements | Where identified* | Essential | Desirable |
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| A Children's Service qualification at graduate/post graduate level such as a teaching qualification/ social care qualification/Health qualification | A | X | |
| Extensive post qualification experience in a relevant children's organisation with specialist and professional knowledge and skills in children's services and communicating with service users and service partners | A/I/P | X | |
| Management skills enabling, directing and supervising a large diverse staff group across a geographical spread to ensure performance. | A/I | X | |
| Financial and resource management, aptitude to work effectively within finite budgets. | A/I | X | |
| A discreet knowledge of the legislative framework governing service and team activity | A/I/P | X | |
| Organisational skills and ability to prioritise. | A/I/P | X | |
| IT skills to undertake identified daily tasks and budget management. | A/I/P | X | |
| A clear understanding of application of diversity and equality within the work setting and at the point of service delivery. | A/I/P | X | |
| Excellent presentation, written and verbal communication skills. | I/P | | X |
| Excellent interpersonal skills | I/P | | X |
| Demonstrable experience of managing and implementing change | I/P | | X |
| The ability to quickly establish strong positive relationships across the organisation at all levels, including elected members | I/P | | X |
| The ability to influence others effectively | I/P | | X |
| The ability to establish credible relationships across partner and other | I/P | | X |

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| external organisations that command professional confidence | | | |
| The ability to demonstrate effective motivational leadership and vision to staff at all levels including a positive attitude to change in order to develop and maintain services in a constantly changing environment | A/I/P | | X |

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.