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| **JOB TITLE** | Head of Early Help, Inclusion and Vulnerable Children | **DIRECTORATE** | Children and Young People’s Services |
| **SERVICE** | Early Help, Inclusion and Vulnerable Children | **GRADE** | HOS 2 |
| **REPORTING TO** | Corporate Director, Children and Young People’s Services |
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| **PURPOSE OF JOB** | To lead the management and development of a range of early help to support children who are vulnerable. To lead the management and development of services relating to children with special educational needs and disabilities. Management of the Youth Offending Service and the Aycliffe Secure Unit.  |
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| **JOB OUTLINE/KEY RESULT AREAS** | **STANDARDS OF PERFORMANCE** |
| **Generic Key Result Areas*** Contribute to the strategic development and delivery of the Children and Young People’s Services to meet the council’s policy and planning requirements;
* Manage all employees, relevant budgets, and service performance in accordance with council procedures and objectives;
* Contribute to and manage the development and implementation of the service and council wide initiatives to deliver improvements across the council;
* Manage relationships with internal and external partners to support the delivery of efficient and effective services;
* Lead the transformation agenda within the service and participate in partnership arrangements as appropriate.

**Role Specific Key Result Areas*** Lead on all practices and management of children’s early help services in relation to children in need of support;
* Support children with special educational needs and disabilities in partnership with schools, health and social care services.
* Develop and lead community partnerships focused on support for children, young people and families
* Lead on DCLG’s Troubled Families Programme;
* Lead a range of service support for vulnerable children and families;
* Lead the development and delivery of strategy for disabled children;
* Lead the development and management of the One Point Services including family hubs;
* Lead the provision of Aycliffe Secure Services, recognising this unique provision of high risk secure services;
* Lead the County Durham Youth Offending Service;
* Focus on and lead the CYPS response to child poverty;
* Responsible for meeting the statutory requirements of regulated services – ofsted;
* Work with statutory inspection agencies on an ongoing proactive basis;
* Lead the development and implementation of quality assurance of operational services, including service audits, service standards, compliance management and service review;
* Responsible for presenting as required to the Overview and Scrutiny Committee.
 | **Generic Standards of Performance*** Ensure health and safety of self and others within workplace;
* Demonstrate leadership qualities and inspire teams to work across the Council as services are transformed;
* Lead a culture of effective management of resources and budget, applying best value and flexible models of support that reduce costs;
* Respond to queries and calls promptly and professionally;
* Operate effectively as part of the senior leadership team;
* Effective communication and engagement;
* Ensure principles of equality and diversity and the Council’s other corporate values are embraced and underpin all work for employees and service users;
* Appropriate multi-agency working and sharing information.

**MEASURES OF SUCCESS****Generic Measures of Success*** Achieves service objectives
* Achieves performance indicators/targets
* Customer satisfaction
* Meets budgetary requirements
* Delivers year on year service improvements
* Delivers projects to time, cost, and quality

**Role Specific Measures of Success*** Enhanced inclusion
* Protection and safety of children and young people
* Ensures service compliance with council requirements
* Effective inter-agency planning
* Service improvement through performance review and inspection
* User and partner satisfaction
* Member satisfaction
* Enhanced participation of young people
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| **QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED FOR POST** | **SERVICE AREA/TECHNICAL COMPETENCIES REQUIRED** | **COMPETENCIES REQUIRED****(Behavioural Indicators – Leader)** |
| Education & Qualifications* Degree in Social Work or a related profession

**Skills*** Lead and managing change
* Leadership, delegation and team building skills
* High level problem solving, financial control, analytic and organisation skills
* Significant political and organisational awareness

Knowledge* Knowledge of the national and local agenda for children and young people
* Performance management systems and techniques understanding of delivery through partnerships
* Council strategic direction, priorities and issues

**Experience*** Working at a senior level across Children and Young People’s services
* Senior management and budgetary experience
* Developing strategic plans
* Performance management
* Developing and delivering services across local agencies
* Internal and external partnership working
* Managing diverse multi-disciplinary teams
 | Leadership* Analytical thinking - The mental processes of analysis and evaluation.
* Strategic thinking - Balancing today's expectations and requirements with the future opportunities, issues, and concerns that may affect business results tomorrow.
* Developing others - To coach or mentor others to achieve their best.
* Business acumen - The ability to make good business judgements and decisions.

**Service/Technical*** Performance Management
* Inspection regimes/processes
* Special education needs
* Knowledge of relevant legislation, national occupational standards, statutory frameworks, good practice and government policy initiatives
 | **Customer first:** Puts the customer first (internal and external) to provide an excellent service.**Working with others:** Working together to improve how we provide services and supporting each other through change.**Communications:** Conveys information clearly and effectively, in a way which helps people understand.**Personal impact:** Is self-aware, acts pro-actively and takes responsibility for achieving results.**Building our future:** Wanting to be the best and working together to achieve this. Making improvements through being efficient and delivering value for money.**Delivering results:** Continually improving performance and introducing new ideas into the council to achieve results. |
| **DIMENSIONS** |
| * Number of staff
* Revenue budget
* Number on the Child Protection Register
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