Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Early Help Triage Manager | | | **Director/Service/Sector:**  Children’s Services / Children’s Social Care/ Early Intervention and Prevention | | **Office Use** |
| **Band:** 10 | | | **Workplace:** First Contact/Mash | | JE Ref: 3433  HRMS Ref:: |
| **Responsible to:** Senior Manager - Specialist Services | | | **Date**: July 2018 | |
| **Job Purpose:**  To assist with the development of integrated Early Help services across the County, to directly manage staff employed by the County Council and to work closely with other agencies within the County. To contribute to the County Council’s strategic objectives in relation to Safeguarding and Early Intervention. To provide service strategic planning, supervision, consultation and other management tasks to comply with statutory responsibilities in line with NCC policy and procedures and, ensuring that the duties necessary to comply with statutory and NCC Children’s Safeguarding procedures and policies are carried out. | | | | | |
| **Resources** | Staff | Management of the Early Help Coordination team and any other staff as directed by senior management and for dispersed staff across the County as required. | | | |
| Finance | | Shared accountability for operational budget and to adopt day to day budget monitoring responsibility for the specific service budgets. Strategically managing the finances to identify cross-cutting growth opportunities and efficiencies. | | | |
| Physical | | Day to day updating and maintenance of complex, sensitive and confidential data, including electronic client data systems. | | | |
| Clients | | Contact with children, or adults and their families including within their own homes. There will be contact with a range of agencies and partners. | | | |
| **Duties and key result areas:**   1. To ensure that adequate safeguarding arrangements are in place to promote the welfare, health and development of children and young people. 2. Responsible for the management oversight and quality assurance of Early Help Assessments (EHA) and other key documents across the County. 3. To take responsibility for developing strategies, skills, expertise and knowledge for a wide range of practice issues and to provide consultation, coaching and mentoring within the team and across the service as a whole.This will include taking responsibility to maintain and develop professional links and leads with multi agency professionals. 4. To oversee the operation of the Early Help Coordination Team and dispersed staff across the County, making decisions and providing advice and guidance to Social Workers, Early Help Managers and advanced practitioners with regard to children in need and children of families on Early Help Assessments (EHA). Chairing Signs of Safety (or Wellbeing) planning meetings, where there are child welfare concerns. Allocating work to specified staff and partners in accordance with guidance and supporting them to ensure the delivery of effective, multi disciplinary services. Assessing EHA and reports via the department’s electronic integrated children’s system, ensuring that work is of a consistently appropriate standard. Also, to attend multi agency conferences to present reports and assessments for those children deemed to be at risk of harm and neglect and to chair planning meetings where there are child welfare concerns, making recommendations for actions and interventions to safeguard children. 5. To be conversant with operational and practice issues pertaining to the delivery of Early Help to children and families to ensure that children most in need are prioritised and responded to appropriately. 6. Utilise the skills within the team and the wider Service to develop and implement systems and processes around prevention and early intervention in order to support children, young people and families. 7. To assist on the early identification of need and risk within the County, working with Early Help Locality Managers and partner agencies to ensure that services intervene early to provide support to children and families, whilst taking appropriate action where a child or young person is suffering, or likely to suffer significant harm. 8. To work with multi-agency partners to define the Early Help offer for their locality and communicate this widely to both professionals and families and to lead and implement the Early Help training offer. 9. To support the development and use of the Early Help and Groupworks Modules as the case recording system for all County Council Early Help Services. 10. To contribute to the development of services through multi-agency groups at a strategic level, leading on specific areas of practice on behalf of the County Council and developing policies linked to this and contributing to the development of services regionally and nationally. 11. Provide regular, formal and informal supervision and appraisal to staff and develop a professional skills base through the provision of training and development as appropriate. This may also include dispersed staff across the County when required. 12. Manage and maintain positive relationships with partner organisations and other external bodies. 13. Responsible for ensuring that the team achieve key service delivery objectives identified within the service plan. In addition, develop and implement systems to ensure satisfactory team performance against key performance indicators. 14. Responsible for ensuring that the objectives set out in statutory guidance and departmental procedures are implemented within the team . 15. Responsible for ensuring that specific areas of service delivery are developed to meet the needs of children and families requiring Early Help for a range of associated assessed needs. 16. To monitor and evaluate team performance against service targets including the monitoring of caseloads and contribute to relevant dashboards. 17. To provide reports and updates to the management teams as required. 18. To ensure the maintenance of record keeping in accordance with statutory requirements and NCC policy and procedures. 19. To manage the recruitment, selection, training and development of staff in accordance with NCC policies and procedures. 20. To ensure the service is child and family centred, focussing and promoting the overall safety and safeguarding of all vulnerable children. 21. Contribute to the strategic development of the service by developing new ways of working and efficient practices. 22. To actively participate in directorate wide projects related to children’s safeguarding and early help as approved by the Senior Manager. 23. Deputise for the Senior Manager - Specialist Services at internal and external meetings as and when required. 24. To advise and alert the Senior Manager of any situation that may be contentious, complex or critical or costly to the team or service so that an appropriate risk assessment and management plan can be put in place. 25. Other duties appropriate to the nature, level and grade of the post. | | | | | |
| **Work Arrangements** | | | | | |
| Physical requirements:  Transport requirements:  Working patterns:  Working conditions: | | The post requires office based agile working , sometimes across the Counties other bases and when appropriate working at home. To be able to attend meetings and provide service delivery throughout Northumberland.  The post requires a significant amount of time sitting when driving between different sites. It may be necessary to transport resources and other materials.  Occasional participation in Out of Hours support to service rota cover arrangements as required.  Flexibility to meet the demands and delivery of the service. Office based although some occasional lone working within the community. | | | |

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**PERSON SPECIFICATION**

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| **Post Title:** Early Help Triage Manager | **Director/Service/Sector:** Children’s Services / Children’s Social Care / Early Intervention and Prevention | Ref: 3433 | |
| **Essential** | **Desirable** | | **Assess**  **By** |
| **Qualifications and Knowledge** | | | |
| Professional Qualification  Relevant Degree e.g family or childhood studies, social work.  Evidence of CPD.  Knowledge of child development and issues around work with families and children including early help, safeguarding and child protection.  Detailed knowledge of Children’s legislation. | Management/ leadership qualification. | | (a),(r) and (i) |
| **Experience** | | | |
| In depth diverse experience in children’s early help service development.  Experience in children’s safeguarding, including experience of working with child protection systems and procedures.  Experience of team management including appraisal and supervision.  Experience of managing performance to agreed standards and targets.  Ability to work in stressed and pressured situations to meet deadlines.  Proven experience in decision making skills and abilities. | Experience of working within a multi agency setting.  Experience of budget management.  Experience of community development and work in disadvantaged communities. | | (a), (r) and (i) |
| **Skills and competencies** | | | |
| Highly developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums.  Ability to lead and manage a multi-skilled team.  Ability to manage change and conflict.  Use of IT databases and spreadsheets  Highly developed negotiating and organisational skills.  Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales.  Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs.  A commitment to equality of opportunity.  An awareness of the principles of budget management.  Effective IT skills to be able to write reports, produce documentation and update relevant systems.  Ability to work across agency boundaries within a multi-professional setting.  Ability to work at both operational and strategic levels in terms of future service development. |  | | (a), (r) and (i) |
| **Physical, mental and emotional demands** | | | |
| To be a resilient practitioner with the ability to manage emotional demands.  High level and prompt decision making in recognition of threshold criteria for intervention and safeguarding indicators.  Able to meet the physical demands of the post.  Lengthy periods of mental attention and high levels of pressure from conflicting demands and pressure to meet statutory deadlines.  To be able to satisfy the mobility requirements of the post  To work agilely in line with the Council policy. |  | | (a), (r) and (i) |
| **Other** | | | |
| This position requires an Enhanced Disclosure and Barring Service (DBS) Check.  Commitment to inter-agency working.  Willingness to work occasional evenings/weekends.  Positive attitude towards supervision and training.  Willingness to attempt new challenges and approaches.  Positive attitude towards supporting equality and diversity. |  | | (a), (r) and (i) |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits