

**Job Description**

**Job Title: Early Help Service Manager – Prevention and Innovation**

**Salary Grade: Grade 11**

**SCP: 48 - 52**

**Job Family: Organisational Support**

**Job Profile: OS7**

**Directorate: Early Help**

**Job Ref No:**

**Work Environment: Office based and Agile**

**Reports to: Director of Early Help**

**Number of Reports: 3-6**

**Purpose:**

To take the strategic lead on the development of innovative programmes to develop our approach to prevention and early help; to promote the vision in the Early Help Strategy that ‘Early Help is everyone’s responsibility’.

To support and develop key Early Help partnerships.

To drive improvements in Early Help partnership working and demonstrate improved outcomes for children and families as a direct result.

To co-ordinate key local, regional and national programmes and initiatives to embed and improve prevention and early help activity. Examples of these are:

* The Troubled Families Programme (MHCLG)
* The Reducing Parental Conflict Pilot Programme (DWP)
* The Prevention Health Interventions programmes (CCG)
* The Enhanced Parents’ Pathway (HDFT)
* Family Group Conferencing (DfE)
* Our NEETs and Not Knowns response (City wide partnership working)
* Our graduated repose to Domestic Violence and Abuse (DVA)

These programmes will develop over time. Some are time-limited, others are longer-term. Oversight of and responsibility for new programmes may be added to the role at any time.

There are significant budgets attached to the majority of the prevention and innovation programmes and the Service Manager will be responsible for those budgets and accountable for their correct use and the value they deliver.

**Key Responsibilities:**

* Co-ordination of the current prevention and innovation programmes
* Project management of the current programmes where required
* Promotion, advertising and celebration of the current programmes
* Contribution to the Company’s overall Key Performance Indicators (KPIs) which are linked to the current programmes; responsibility for specific KPIs linked directly to wider partnership working (in particular NEETs, Not Knowns and Duty to Participate)
* Accountability for the successful delivery of those programmes which are funded by external grants, in line with the funding agreements
* Reporting to the Director of Early Help and to the various oversight boards and committees in respect of the current programmes. This could be via reports, presentations, face-to-face meetings, conferences, open days or other media as required
* Direct line-management or oversight of staff directly involved in the delivery of current programmes
* Close working with partner agencies to ensure their full involvement with and contribution to the programmes; close liaison with senior managers within those partner agencies; escalation of any engagement, participation or contribution issues to the Director of Early Help
* Ensuring that the various programmes deliver optimum value for money, by eliminating as far as possible duplication of process and function and by pooling budgets where appropriate (and with the appropriate permissions) to deliver added value
* Seeking via funding bids additional prevention programmes which will deliver TfC’s vision to improve outcomes for children, young people and their families and which will improve partners’ contribution to prevention and early intervention; working with VCS partners in the submission of relevant funding bids

**Management and supervision of staff**

* Direct management of several managers and operational staff employed or seconded to deliver the current programmes.
* Responsibility for the supervision, motivation, performance and appraisal of staff drawn from different professional backgrounds and services; deal with any capability and/or disciplinary issues where appropriate, or liaise with seconded staff’s direct line-managers in respect of these issues.
* Responsibility for staff development and training, ensuring that the training requirements of the programmes are delivered internally within the Early Help Services, across other services internal to TfC and external within partnership organisations where required.

**Training across the Partnership (a requirement for all Early Help senior managers)**

* Support the development of early help training modules for the SSCP
* Be part of the team delivering multi-agency training about early help and other aspects of support for children, young people and families
* Be a source of advice to partners about early help, their roles and responsibilities and support them to deliver effective early help in line with those agreed responsibilities

**Other**

* Compliance with all safeguarding processes and procedures relevant to the role
* Management, monitoring and reporting on the significant budgets associated with the partnership programmes
* Oversight of staff health and safety where appropriate
* Attendance at such staff meetings, briefings and training as required by the Director of Early Help as part of the wider Early Help offer.

**Person Specification**

**Job Title:** Early Help Service Manager – Prevention and Innovation

**Role Profile reference:** OS7

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| **Essential Requirements** | |
| **Qualifications:**   * Degree in an appropriate discipline, or current significant experience in a similar role. * Level 2 English (Grade C GCSE or equivalent) * Level 2 mathematics (Grade C GCSE or equivalent) * Must have access to transport and be able to travel to partnership meetings across the region | Application Form / Interview |
| **Significant experience of:**   * Management of people/teams – including supervision of staff * Successful partnership working * Working in a challenging and pressured environment * Multi-agency, inter-disciplinary working * Management of significant budgets * Data management and reporting, reporting against key performance indicators * Holding staff and partners to account for performance | Application Form/ Interview |
| **Knowledge and understanding of :**:   * The problems faced by children, young people and their families nationally, regionally and locally * The legal framework pertaining to safeguarding and child protection * Human Resource (HR) processes and procedures * The Troubled Families programme * The Reducing Parental Conflict programme * The legislation and challenges associated with the Duty to Participate (in Education in Yrs 12 and 13) * Health pathways * Financial management * Signs of Safety as a social work model of practice | Application Form/ Interview |
| **Ability to:**   * Deputise at a higher level * Work within regulations and agreements pertaining to confidentiality, information-sharing, GDPR, safeguarding * Drive service improvement (and demonstrate a proven track record of this service improvement) * Assess, plan, review and measure progress towards agreed outcomes for children, young people and their families * Manage and supervise staff in a robust but fair way to secure improved outcomes for children * Communicate effectively with a range of audiences and in a variety of formats (verbal and written) * Work independently, flexibly and on own initiative * Make decisions and problem-solve * Challenge staff, and schools, academies and other partners, when appropriate and in an appropriate way * Recognise and respond appropriately to risk * Respond professionally to high levels of challenge * Offer support and guidance to team members * Train staff and partners in the delivery of partnership programmes * Prioritise or reprioritise workload, meet stringent deadlines and targets and work to national standards * Maintain a sense of perspective in the face of significant challenge | Application Form/ Interview |

**Author**: Karen Davison

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