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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Strategic Manager, Families First and First Contact Services (South) | **Service** | Children and Young Peoples Services |
| **Grade** | Band 1 | **Service Area** | Children’s Social Care  |
| **Reporting to** | Head of Children’s Social Care |
| **Politically Restricted** | The Council has designated that this post is not politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |
| **Disclosure & Barring Service** | This post is subject to Enhanced Disclosure. |
| **Purpose of the job:**The post holder is responsible for providing strategic leadership for the delivery of high quality social work practice within the south locality of the Families First Service. This area of service includes responsibility for several Families First teams (statutory social work teams responsible for the assessment; planning; support and review of the arrangements for children in need; children subject to child protection plans and those children subject to processes within the family justice system) and the First Contact and MASH service. The post holder will contribute to a culture of learning and improvement which puts children and families at the centre of our work and their work will be aligned to Corporate and Service priorities. They will play a crucial role in contributing to the children’s social care senior leadership team and will lead by example in terms of embedding the vision, values and behaviours of the council. They will assume a corporate remit as appropriate and will engage with other service areas to achieve better outcomes for the council.**Key Result Area – Corporate*** To drive organisational change and the transformational agenda by championing the organisational benefits and seeking to embed the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos.
* To strengthen and develop the culture of the council and promote the implementation of a ‘One Council’ approach. To support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners.

**Key Result Area – Leadership*** To provide clear and visible leadership in a positive working environment.
* Contribute to the development of a culture of learning, innovation and professional responsibility.
* Ensure continuous improvement against local and national frameworks and best practice.
* Contribute to the overall plan for the service, taking the lead role and advising on specialist areas of responsibility.
* Manage corporate and service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available.
* Develop and embed demand-side customer driven service design (‘outside-in’).
* Establish effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this into overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance.
* Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.

**Key Result Area – Generic Management*** Manage employees, relevant budgets and team/individual performance in accordance with council procedures and objectives.
* Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate.
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment.
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery.
* Lead by example in relation to continuous professional development.
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery.
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate.
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

**Key Result Area – Job Specific****Strategic Management of the Families First Service (South):** * The Strategic Manager Families First (South) is responsible for leading, developing, improving and managing a range of connected and inter-dependent services for vulnerable children, the provision of services to children in need, those who need protection and those who become looked after by the Council. In addition, the post-holder is also responsible for the effective management of cases that are the subject of care proceedings in the family court, ensuring that Durham County Council fulfils its statutory obligations to promote and safeguard the welfare of children and young people.
* The post holder is responsible for the effective management of the First Contact and MASH (Multi agency Safeguarding Hub) service within Durham’s children’s services. This service is multi agency in nature and dependent on excellent partnership working with a wide range of agencies responsible for triaging and making decisions to ensure that children receive the right services at the right time.
* This portfolio spans a wide range of statutory services and the post-holder is responsible for ensuring that the Council delivers its duties to the highest standards in the best interests of children and young people.
* The post holder will take strategic lead responsibility for delivery and improvement of a range of thematic work including for example, private fostering.
* In order to ensure that the welfare of children is effectively safeguarded, the post holder is responsible for the consistent and safe operation of the safeguarding procedures in the South of the County including regular collaboration with senior representatives of other lead agencies such the police and NHS bodies.
* Support successful embedding of the Signs of Safety model of social work practice across the service.
* Systems leadership across Children’s Services and beyond to maximise the potential of key providers and other statutory bodies in securing improved outcomes for children and families.
* Responsibility for the Strategic oversight of legal meetings which scrutinise the care arrangements for children who are out of parental care and/or placed in local authority care and subject of a statutory legal framework and make management decisions for children entering Public Law Outline (PLO).
* Providing leadership oversight, direction and decision making for emergency care proceedings, children entering into the looked after system, monitoring that statutory requirements are met in relation to privately fostered children and providing oversight of plans for children being rehabilitated home from locality authority care.
* Delivery of high-quality services for all children and families ensuring that standards linked to safeguarding and best practice are met and key responsibility for ensuring successful outcomes to regulatory and other broader OFSTED inspections.
* Work effectively with partners to ensure effective overall performance management of the provision of services delivered in partnership and ensure that all service employees work to the same standard.
* Leading on contract management for Children’s Services and commissioning services for partnership working i.e. NHS partner, drug and alcohol services.
* Strategic lead in agreed areas and senior representative of the Council on the appropriate Partnership Boards and Strategic Groups such as Strategic Management Board Multi Agency Public Protection Arrangements (MAPPA) and the Child Death Overview Group and the Local Safeguarding Children Board Serious Case Review Committee.
* Leading and participating in relevant policy and decision-making forums and influencing policy at a local, regional and national level.
* Directorate cover to discharge the duties of the Director of Children’s Services on the Out of Hours Emergency Senior Management rota for Children and Adult Services.
* Deputise on behalf of the Head of Service and Director of Children’s Services as required.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the Head of Service. |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** |  | * Professional qualification in Social Work
* Degree in related professional area
* MBA or management qualification
* Current Social Work England Registration
 | * Application form
* Selection process
* Pre-employment checks
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| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies
* Proven ability to manage a significant budget and meet financial efficiencies
* Working with Members and Senior Officers, advising on specialist areas of responsibility
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development
* Experience of managing complex projects and matrix management
* Experience of implementing and delivering partnership working with both internal and external partners
 | * Senior Management experience in statutory Children’s Social Care
* Substantial and extensive experience of the practice and management of children and family social work
* Experience of managing complex change within a children’s services environment
* Experience of leadership in a complex organisational environment
* Substantial experience of performance monitoring, reviewing and improvement planning
* Experience of managing people and teams;
* Experience of managing multi agency services and developing excellence within and across partnerships
 | * Application form
* Selection process
* Pre-employment checks
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| **Skills and Knowledge** | * Project management, business transformation and change management skills
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries
* Understand and promote the application of digital technology to support and enhance service delivery
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council
* Understand and apply the ‘One Council’ ethos and the values which underpin it
* The ability to delegate effectively
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available
* Problem solving and budget setting skills
* Understanding of LEAN methodology
* Political and cultural awareness and an understanding of the political context and environment of Local Government
* Strong communication and presentation skills
* Knowledge and understanding of Local Government statutory requirements
 | * Knowledge of health and social care systems including modernisation and inclusion agendas
* Knowledge of safeguarding and regulatory frameworks relating to children and young people
* Knowledge of contemporary models and best practice theories that underpin social work practice
* Up to date knowledge of the research that informs evidence-based practice
* Knowledge of the ethical standards of the regulatory body
* Knowledge of national policy framework in respect of children’s services
* Knowledge of safeguarding and regulatory frameworks
* Ability to work under pressure and meet deadlines
* Ability to analyse complex information and data to achieve results and drive improvement
 | * Application form
* Selection process
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach
* Strategic thinker
* Personal commitment
* Flexible approach to work
* Well organised and self-motivated
* Resilient with strong self-awareness
 | * Child focused
* Commitment to excellence
* Commitment to continuous learning and improvement
 | * Application form
* Selection process
* Pre-employment checks
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