 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
DIRECTORATE: Children's Services	SERVICE AREA: Help & Support – Family Support
JOB TITLE: Team Manager – Family Solutions	GRADE: O
REPORTING TO: Service Lead – Family Support	

1. JOB SUMMARY
<p>Manage and provide high-quality interventions with families across both Help and Support and Social Care, in order to support and empower families to improve outcomes for children, young people and families. To ensure consistency in practice and decision making across the borough, whilst promoting restorative practice.</p> <p>Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.</p> <p>You may be requested to lead on specific projects, take on responsibility for other areas of work and deputise for your line manager when required.</p>

2. MAIN RESPONSIBILITIES AND REQUIREMENTS	
1.	<p>Manage:</p> <p>A team of Senior Family Workers in relation to their involvement with families to ensure interventions are both timely and effective. To support Senior Family Workers in co-working cases that sit within Children's Social Care to ensure effective and safe delivery of intervention and prevention services, promoting the use of restorative practice.</p> <p>All aspects of the team's functions including work allocation, supervision, workload review and case recording.</p> <p>And ensure that each team member provides high quality assessment and case work services both above and below the social care threshold within the legislative and policy framework.</p> <p>And ensure the effective performance of the team, utilising manual and electronic management information systems, through the use of target setting, monitoring, regular case file audits and performance appraisals of staff.</p> <p>Working collaboratively with colleagues from a range of different professional backgrounds and maintain productive working relationships and successfully co-ordinated service delivery.</p> <p>Chairing a range of meetings including planning, strategy and complex family meetings, making decisions as appropriate to the needs of the children involved.</p> <p>And represent Stockton-on-Tees Borough Council at a senior level in a range of different settings including TAF's/child protection conferences/reviews and court proceedings.</p> <p>The development, commissioning, implementation and monitoring of a range of family support services as determined by the Service Lead – Family Support</p> <p>And assist the Service Lead - Family Support in preparing the Business Unit Plan and to contribute to the strategic planning and development of future services.</p>
2.	Directly manage the team, ensuring that service objectives are achieved.
3.	Directly manage people in the team, support their learning and development and undertake your own personal development.
4.	Directly manage budgets assigned to the team, ensuring that financial objectives are achieved.
5.	Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.
6.	Promote a positive workforce culture that is focussed on delivering excellent customer service and ongoing service improvement.
7.	Support and promote the ongoing work, development and improvement of the Directorate and the Council.
8.	You may be requested to lead on specific projects, take on responsibility for other areas of work and deputise for your line manager when required.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time 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.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development


Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.


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 Stockton Council's 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.

Job Description dated: June 2021

 Stockton-on-Tees BOROUGH COUNCIL	PERSON SPECIFICATION	
DIRECTORATE: Children's Services	SERVICE AREA: Help & Support – Family Support	
JOB TITLE: Team Manager – Family Solutions	GRADE: O	

CATEGORY	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent relevant professional or management qualification or the equivalent level of knowledge gained from demonstrable relevant work-related experience. 	<ul style="list-style-type: none"> • Related qualifications • Continuous professional development in leadership and management 	<p style="text-align: center;">Application</p>
Experience	<ul style="list-style-type: none"> • Managing teams and people • Managing performance • Managing finance • Decision making • Supporting learning and development • Partnership working • Promoting a positive culture • Customer focus • Improving services • Substantial experience in working with hard to engage families. 	<ul style="list-style-type: none"> • Corporate and strategic thinking • Political awareness • Working in local government or public sector 	<p style="text-align: center;">Application / Interview</p>

Knowledge & Skills	<ul style="list-style-type: none"> • Effective communication • Problem solving • Effectively plan and prioritise workload • Microsoft Office technology solutions • Service-specific information and case management systems • Sound knowledge of policy, legislation and best practice in relation to safeguarding children. 	<ul style="list-style-type: none"> • Media handling • Programme / project management • Information governance and security 	Application / Interview
Behaviours	<ul style="list-style-type: none"> • Demonstrate the behaviours that underpin the Council's Culture Statement • Leading by example • Collaborative team worker • Handle difficult situations sensitively • Pragmatic, flexible and resilient • Self-motivated, energetic, not easily discouraged 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • The role requires frequent travel between venues across the borough, therefore a full driving licence and / or access to transport is essential • The role is sometimes delivering a service out of office hours including early mornings, evenings and weekends, therefore ability to work flexibly, and be part of a duty rota is essential. 		Application / Interview
Person Specification dated: June 2021			

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Children's Services	SERVICE AREA: Help & Support
JOB TITLE: Family Solutions Team Manager	
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REPORTING TO: Service Lead – Family Support	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties – occasional	No
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	No
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Will handle food	No
Will require a health assessment for regular night working	No
Will be required to undertake the Display screen equipment training	Yes
Other known risks – please detail Direct contact with service users including home visits. Sometimes contacts may be emotionally charged, with users presenting a risk of harm to others. Activity is risk assessed and managed.	Yes
No known risks associated with this role	No

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Kellie Wigley
Date:20.12.21