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

1. JOB SUMMARY
<p>Manage the development, and management of Partnerships and Parenting Offer across the borough. Ensuring that all service provision will contribute to the delivery of the Children's Services priorities and the aims and objectives of the 0-19 Wellbeing Model.</p> <p>Key aspects of the post will be to:</p> <p>Line manage two Coordinators – Family Hub and Coordinator – Parenting Support who have day to day responsibility of the Family Hubs and Parenting Support Team. Including one to one, annual appraisals, performance and absence management.</p> <p>Work in collaboration with key stakeholders such as: Midwifery, Health Visitors, Schools, Adolescence and Teenage services, Children and Families and Adult Social Care, Childcare sector and Education to develop the 0-19 and parenting offer within Family Hubs and to plan for future sustainability.</p> <p>Develop relationships as to ensure that families can access a seamless and needs led service and to have local intelligence to maintain quality and co-ordination and management of additional projects and new initiatives.</p> <p>To work in collaboration with all key stakeholders to ensure that all delivery is quality assured and continuously reviewed to ensure accessibility and fit for purpose. Ensuring that professional challenge is healthy and in line with cultural needs.</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> <ul style="list-style-type: none"> Two Coordinators - Family Hub who have responsibility for the day to day running of four Family Hubs. Line manage the Coordinator – Parenting Support and overall to lead on the Parenting Offer and ensure that local families have access to information, advice, support and guidance that is current, relevant, is timely and of high quality. Ensuring that evidenced based programmes are analysed in a timely manner so as to maintain quality and robust delivery. 0-19 Operational Group and promote a collaborative working approach with key stakeholders such as: Midwifery, Health Visitors, Schools, Adolescence and Teenage services, Children and Families and Adult Social Care, Children's Centres, Childcare sector, Voluntary and Community sector and Education and others to ensure that roles and responsibilities are clear and that relationships are positive and subject to professional challenge. Thus providing a seamless and joined up service to families within Stockton On Tees. And ensure that Family Hubs are an engaging and accessible environment for both families and professionals. To have overall responsibility for the development of the Family Hubs including: universal and targeted offers and have clear and robust relationships with key partners, resulting in a one team approach for families. Identify community needs through consultation with stakeholders and families to ensure that a range of services are available to families and accessible from the Family Hub. The development and sustainability of an innovative virtual offer for Family Hubs and parenting information and advice. The implementation and development of parent focus groups to ensure that they inform developments within the Family Hub and shape the future development of services. School readiness agenda and ensure the agenda links closely with Family Hubs. All aspects of data reporting which highlights the impact of Family Hub Services and Parenting Programmes to highlight impact of service delivery and address areas for development.
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: Community & Partnership Manager	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. Professional qualification such as social work or equivalent. 	<ul style="list-style-type: none"> Continuous professional development in leadership and management 	Application
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 Evidence of delivery of family pathway programmes including evaluation and analysis. 	<ul style="list-style-type: none"> Corporate and strategic thinking Political awareness Working in local government or public sector 	Application / Interview

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 • Knowledge of Family Hub model and concept. 	<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 		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
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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	No
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