

Job Profile (Early Help Service Manager, Complex Families)

Job Title: Early Help Service Manager, Complex Families

Grade: Level 5 Zone 2

Salary Range: £53,897 - £65,350

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

Your goal in this role is to ensure families with multiple, competing, and complex stressors have the support they need so they and their children can start life well and live life well. To do this, you will be a champion of relational, systemic-focussed family support practice that works in partnership with families, co-designing with families and the communities we serve. You will be committed, in both words and action, to anti-racist and anti-oppressive practice. As well as leading a multi-disciplinary service working intensively with families, you will also take the lead for delivering Camden's operational requirements of the DLUHC Supporting Families programme. You will also hold a strategic development portfolio on behalf of the broader early help system which flexes according to changing local needs.

You will lead Family Early Help's operational work at the acute end of the early help support continuum. This will include leadership and management of an operational service of early help family workers and a multi-disciplinary staff including employment advisors, educational psychologists, and other clinicians, who work together to address the needs and risks of families, building on strengths and boosting protective factors. You will participate as a member of the Family Support and Complex Families senior management team and contribute to the Service's strategic planning, policy, and practice development on behalf of the Directorate and Division.

The role will:

- Strategically and operationally lead intensive casework for early help families who are experiencing significant stressors and complexity in their lives and who may be at the edge of statutory social work intervention
- Manage risk effectively in accordance with Camden policies and procedures, and the relevant legal frameworks. This will include building strong working relationships with Camden's Childrens Safeguarding and Social Work, Youth Justice Service, and being able to oversee fast-paced, fluid, and dynamic family circumstances whilst still delivering good help as defined by Camden families [Early Help for children and families - Camden Council](#)
- Ensure strong multi-agency working and partnership/stakeholder management that creates effective 'teams around families' that families feel reflect their needs and goals, and can successfully deliver their goals
- Ensure the highest standards of family-centred, relational, and systemic-based practice, identifying exemplary practice and any gaps in competence and confidence in the early help workforce and working strategically with the Early Help Quality Assurance and Practice Development Service to increase capability and improve service delivery
- Manage the budgets and other resources of the Early Help Complex Families service, ensuring compliance with financial and administrative policies and procedures

- Strategically develop the Early Help Complex Families service offer – codesigning with Camden’s children, young people, and their families at every opportunity, and in line with changing demographics, needs, and local and national strategies.
- Ensure the Early Help Complex Families service obtain regular and consistent feedback from children, young people and families about the services they received and use this to build service improvements, including an annual service impact review
- Operationally lead Camden’s response to the Governments Supporting Families agenda. This will include formulating the annual Camden response to the Supporting Families programme covering all aspects of planning, target setting, claims and internal auditing processes, commissioning external services as needed, efficient implementation of the local plan, and performance recording and reporting to meet the requirements of DLUHC to secure up to £3m additional income from Camden during the current lifetime of the Supporting Families programme. You will work closely with Camden’s early help data insight team to achieve this.
- To hold a strategic portfolio of broader early help system development in response to changing community needs. Recent examples including transitional safeguarding, contextual safeguarding, and support for bereaved families, but this portfolio will shift in line with local needs. You will work with senior partners from inside and outside Camden Council, and with resident from the community, on all aspects of strategic development work to respond to these changing needs across the early help system.
- To deputise for the Head of Family Support and Complex Families, represent Early Help in a range of senior settings and with a range of audiences, and provide leadership to transformation and continuous improvement of early help in Camden.

Relationships

There is an extensive range of regular contacts that you will need to participate in, work in partnership and negotiate with including:

- Children’s Safeguarding and Social Work, including Children and Families Contact Service (MASH)
- Integrated Early Years Service
- Integrated Youth Support Service
- All family early help services across the support continuum including early help at front door.
- Early Help Data Insight Team
- Other Council services including Housing Needs, Landlord Services, Welfare Rights, Inclusive Economy, Adult and Community Learning, Special Educational Needs, Schools Organisation, Camden Learning, Adult Social Care, Strategy and Change, Policy Design
- Elected members of the Council
- Schools
- Health sectors
- Police
- Housing providers
- Voluntary Sector
- Government departments and regional offices, including Home Office, DFE and DLUHC

About you

- Educated to degree level or possesses substantial equivalent experience in a similar post.
- Qualification or training appropriate to a management post.
- Relevant training to the roles and functions of the Service.
- Significant experience of leading teams managing high levels of intensive support for families who are experiencing significant stressors and complexity, including management of risk

- Understanding of current legislation and policy context regarding help and protection for children, young people and families, including child protection procedures and responsibilities
- Understanding of current legislation and policy context more broadly relating to children, young people and families including SEN, youth justice, housing and education.
- Experience of working with families in diverse, inner-city communities
- Demonstrable understanding of high quality, family-centred, relational practice and experience of driving continuous practice improvement
- Demonstrable experience of identifying and strategically responding to changing needs of communities and families
- Knowledge of early help assessment and intervention methods and tools for effective direct work with children and families
- Proven experience of successfully managing and supervising staff and/or teams, preferably in a field related to the role and function of the Service
- Proven experience of relationship building and partnership working with public, private and/or voluntary sectors with excellent communication skills
- Experience of change management, designing and delivering new operational systems or processes and establishing these at local level
- Experience of managing diverse and substantial human and financial resources.
- Experience of setting, monitoring and reviewing service standards and putting improvement plans in place.

People Management Responsibilities:

You will manage a service of two team managers, 6-8 family workers and small multi-disciplinary, co-located team of clinical staff and employment advisors (total service size approximately 20 people). Note you will not be providing clinical governance or supervision of any clinical work which will be provided by the clinician's home team.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. At

Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG

Structure Chart

Family Support & Complex Families Service Group

Head of Family Support and Complex Families
Becca Dove

Service Manager
Complex Families
(long term team)
Tim Cosh

Service Manager
Families in Focus
(medium term team and
parenting programmes)
Elaine Dunning

Service Manager
Early Help Community
(short-term team and
early help front door)
Lauren Small

Service
Manager
Refugee
and
Displaced
Families
Lea
Christodou
lou

Service Manager
Quality Assurance
and Practice
Development
Jessica Eneberi

Violence
Against
Women
and Girls
Lead
Caitriona
Scanlan

Team
Manager
Teri Digby

Team
Manager
Sherifa
Hinds

CCFL
Early
Help and
Social
Work
Liaison
Paul
Carroll

Employment
Advisors
x 2

Team
Manager
Nathalie
Bunney

Team
Manager
Jessica
King

Team
Manager
Sajna
Begum

Team
Manager
Chloe
McKay

Team
Manager
Fran
Cappelli

Team
Manager
Jade
Miles

Practice
Lead
Shane
O'Sullivan

Practice
Lead
Nicky
Bryan