

## **Job Profile: Head of Family Support & Complex Families**

**Job Title:** Head of Family Support & Complex Families  
**Job Grade:** Level 6 Zone 2  
**Salary Range:** £82,140 - £91,682

### **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. We are currently seeking an experienced Head of Service to help deliver positive outcomes for children and young people.

### **About the role:**

This is an opportunity to be part of a thriving and dynamic service, to take the strategic and operational management responsibility for the Family Support & Complex Families service. You will deliver high quality services for Family Services Team and Complex Families Team and have ultimate responsibility for the councils' priorities and outcomes and provide support for children, young people, adults, and families who are in need; this includes ensuring that children and vulnerable adults are kept safe. Giving children and young people the best possible start in life is a major component of this and close working with partners and integrated working will be critical. There will be a strong voice and focus on vulnerable adults.

### **About you:**

As Head of Service, you'll have enthusiasm, skills and experience in partnership working and management of systems. You'll lead on the effective delivery, within budget, of high-quality services, you'll build successful working relationships with your management team, across the Directorate and Council, as well as with community organisations and other professionals.

You will deliver high quality, resident focused designated services that contribute to the delivery of the council's priorities and planned outcomes. This will involve the development and implementation of short-medium term, outcome focused policies and strategies for specific service(s). You will contribute to the leadership of the organisation through management of services, ensuring both responsive and resident focused ways of working and systems/processes are in place. You will also ensure that services are joined up for the benefit of residents by close and open collaboration with colleagues from across the organisation as well as with partners and support and advise the council on technical, professional, and operational matters.

The post holder will ensure strong achievement and improvement of services through effective performance and risk management. This is an exciting opportunity for an inspiring leader to join us, with a proven track record of strategic and operational management of social care workers and managers.

**Example outcomes or objectives that this role will deliver:**

- Work corporately and across services, division, and directorate boundaries to ensure seamless integration of the Council's work and the achievement of outcomes.
- Have responsibility for the development of service level strategies and annual service plans as necessary.
- Deliver highly effective operational management to a group of services including ensuring financial and risk management, and effective resource planning.
- Ensure that all systems and processes within services are designed for residents and service users, have clear purpose and are designed as effectively as possible.
- Ensure a strong and effective voice for residents and service users in the shaping and improvement of services and strategies.
- Represent the Council on a local, regional and national basis and areas of expertise as appropriate.
- Ensure the promotion of partnership with parents and families to ensure that children are safeguarded, welfare promoted, and life chances of children and the family are improved.
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- Lead Camden's response to the national Supporting Families programme- Complex Families including management of the Supporting Families budget.
- Lead the transformational approach to the Supporting Families Programme in Camden including contributing to the whole system change of support to families as part of the Family Hub and social care reform programme.
- Lead the effective functioning of the Council's Family Support service to ensure that assessment and interventions are delivered in time and are of high quality to meet children and families' needs, deliver the required outcome for the family and ensure families are helped before they reach a point where high-cost statutory services are required.
- Lead on reporting the effectiveness of Early Help services which meet the needs of families in Camden and prevent issues from escalating for families in Camden and evidence efficient use of resources.
- Experience of leading a key service in a large complex organisation and significant experience in the effective management of people resources and assets to deliver service outcomes against agreed targets and timescales.
- Leadership skills with ability to meet operational objectives through setting priorities, innovation, delegation, problem solving, and execution of planning monitoring and performance management processes.
- Thorough understanding of the legislative framework that directly affects the strategic development and provision of service to Family Support & Complex Families.
- To take responsibility for own performance and development to establish goals, commitments and strategies for improved productivity and accomplishment.

**Technical Knowledge & Experience:**

- Experience as a Senior Manager within a service for children and young people
- Knowledge and understanding of safeguarding and social care principles and proven ability to interpret and implement these in operational practice.
- Substantial experience of working and managing within a changing environment including evidence of successfully managing change in large organisations at a senior management level.
- Strong experience of people and performance management ensuring teams are provided relevant support in a fair and consistent manner and given opportunities to develop.
- Proven track record of operational and strategic management and development of social care staff and managers.
- An up to date working knowledge and understanding relating to safeguarding
- Well-developed negotiation skills and ability to exercise judgement in difficult situations
- Excellent problem-solving skills and being able to make sound decisions driving on expert knowledge and identification of risks.
- Ability to translate strategic vision into clear outcome focused priorities, objectives, roles, and responsibilities and to secure individual and team ownership of these across the service.
- Ability to confront issues and challenge assumptions at all levels, including colleagues within and outside service area, stakeholders, service users and partners in an appropriately assertive and constructive way.
- Ability to identify whole system problems and propose solutions.
- Ability to promote a learning culture, which uses and translates research evidence to inform and improve practice, policies, and service delivery to provide best outcomes for children.
- Experience of leading a key service in a large complex organisation and significant experience in the effective management of people resources and assets to deliver service outcomes against agreed targets and timescales.

**Work Environment:**

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. The base will be in Pancras Square, and other locations within Camden as specified by the Director of Childrens Social Services.

**Direct Management Responsibilities**

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**Relationships:**

Children's Social Care, Schools, police, health partners, the voluntary and community sector, Children's Centres, Youth Services, Job Centre Plus, CAMHS, Ofsted, HMIP

## **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**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## **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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,