

## **Job Profile**

**Job Title: Team Manager Family Support**

**Job Grade: Level 4 Zone 2**

**Salary Range: £47,394 - £54,222**

### **About Camden**

'Camden is listening to everyone, including you. We're giving a platform to people inside and outside our community. Because, we're not just home to the 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. Camden has invested significantly in Early Help services for families and is developing a Family Hubs model of service provision that ensures family can easily access additional help when they need it by providing integrated Family Support and Health Services across our network in the borough.

### **About the team/service**

The Integrated Early Years' Service (Camden Sure Start) has an ambitious vision for young children and families in the borough in which integrated universal and targeted services are developed and delivered through strong relationships between midwives, health visitors and GPs, early education providers, Job Centre Plus, primary schools, voluntary sector organisations and parents. Based on local need, services are delivered from children's centres and across a network of community buildings, in five localities covering the whole of Camden.

### **About the role**

The Team Manager provides leadership and management to a family support team to ensure family work is managed effectively, ensuring Family Workers are supported to deliver high quality casework and improve outcomes for vulnerable families. The Team Manager FS ensures the delivery of high quality, high performing targeted family support, with systematic review of progress against intended outcomes. The role provides operational management of family support, including efficient case allocation and case management systems. A priority for the role is effective management of perceptive whole family assessment, underpinned by the common assessment framework and models of engagement. Best practice in reflective supervision, building practitioner confidence and expertise and supporting learning, using agreed models and frameworks is central to the role. Listening to customer feedback and contributing to performance data, alongside new ways of working to further integrate health visiting and family practice is an important element of the role.

### **About you**

- **A relevant qualification e.g. social work, early years or similar or possesses substantial experience in a similar post**
- Ability to manage a team delivering family support case work for families with children (pregnancy to age 5)

- Experience of managing and delivering high quality family support, including for families with highly complex needs and challenging circumstances
- Experience of providing flexible and responsive services, working in partnership with families to achieve high levels of engagement and meet need
- Experience of managing risk, with the ability to advise and support practitioners to work with children in need and those in need of safeguarding, and in-depth knowledge of child protection and safeguarding policies, procedures and practice
- Experience of supporting practitioners to deliver whole family assessments using a strengths-based model, deliver the role of lead professional, team around the family meetings and create family action plans
- Experience of reflective supervision to facilitate continuous learning, thinking together and staff professional development
- Experience of operating case referral, management, allocation and recording systems, meeting the agreed timescales and effectively prioritising according to need and risk
- Knowledge of quality assurance (QA) approaches and experience of implementing or using QA processes
- In-depth knowledge and experience of using prevention and early intervention principles and practice frameworks e.g. evidence and research, policy, early childhood development, the first 1001 days, healthy child programme and public health initiatives that are solution-focused approach
- Experience of partnership working in a multi-agency team, with a wide range of colleagues, services and organisations to provide integrated services for families
- Knowledge of the benefits of integration and experience of communicating these to staff
- Experience of using and responding to performance and impact data, including customer feedback
- Experience of supporting and implementing change programmes and new ways of working
- Experience of using Microsoft packages (word, outlook, excel), case recording and performance monitoring systems

#### **Work Environment:**

- Based in a busy, open access children's centre, offering a range of services to families from pregnancy to age 5
- Will be required to work flexibly from a range of community venues across the borough and work out of borough.
- Some agile working from home can be considered.

#### **People Management Responsibilities:**

- Direct line management of a team of family workers, approx. 6 FTE.
- Providing Leadership to the team including staff provided through commissioned services, partnership arrangements

#### **Relationships:**

- Work with Team Manager (health visiting day-to-day) so that families benefit from the integration, pro-actively developing insight into HV practice, developing new skills and sharing practice, coordinating universal and targeted support effectively
- Locality leads and business support staff within the operations of the Family Hub
- Working in a multi-disciplinary co-located team, e.g. SLT, CAMHS, housing officers, welfare rights advisors
- Work with a range of colleagues across the council and external partners to ensure families receive coordinated and timely support

**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](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