

## **Job Profile (Service Manager, Family Group Conference and Participation)**

**Job Title: Service Manager – Family Group Conference and Participation**

**Grade: 5.2 Salary**

**Range: £58,184 – £67,886**

### **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 to help ensure Camden residents of any age can participate meaningfully in Camden services and support, and that their rights are championed. You will ensure opportunities to participate are available for Camden’s children, families and adults and that professionals working with those children, families and adults feel confident and capable to support them to participate. Although located in the Children and Learning Directorate, your role spans children’s and adults’ services with crosscutting opportunities to support participation in areas including housing, youth justice system, Violence Against Women and Girls, and mental health. You will have leadership responsibility for implementing and reviewing the national reform agenda in family decision making FGC’s.

To achieve this goal, your role will include:

- delivery of a high quality, inclusive Family Group Conference (FGC) service and Participation Service, responsive to the needs of children, families, adults, and the wider community
- development and maintenance of high service and professional standards in FGC and participation
- effective management of resources
- delivery in line with Council, Directorate and Service strategies, plans and policies; and
- compliance with relevant legislation, as well as good practice standards set down by the Council.

You will have leadership of Camden’s wide portfolio of family group conference delivery. This will include management of an operational team of FGC staff operating across adult and children’s services. You will oversee provision of FGCs undertaken by self-employed independent family group coordinators who deliver FGCs in Camden. You will be responsible for leading the Children and Learning Participation Team, providing expertise and support on participation practices and rights-based practices with children, young people and families. You will participate as a member of Children and Learning Transformation senior management team in the Relational Practice Division and contribute to the Service’s strategic planning and policy and practice development.

The role will:

1. Lead and manage successful provision of FGC services for adults and children. You will achieve this through the development of policy, procedures and practice, effective application of all relevant standards (national and local), the effective deployment of resources (human, physical and financial) and the operational management and leadership of a small team of family group conference staff covering adults and children's services, including direct supervision of 4 staff. You will oversee the provision of FGCs purchased by Camden from independent self-employed FGC coordinators, ensuring conferences of all types are delivered to Camden FGC practice standards.
2. Lead and manage successful delivery of the Children and Learning Participation Team. You will achieve this through the development of policy, procedures and practice, effective application of all relevant standards (national and local), the effective deployment of resources (human, physical and financial) and the operational management and leadership of a small team of participation officers, including direct supervision of the Lead Participation Development Officer.
3. Lead ongoing growth and development of parental peer advocacy in Camden, including a strategic programme to engage a wide range of parents with lived experience to provide peer support to parents in the social work system.
4. Manage the budgets and other resources of the FGC and Participation Service, ensuring compliance with financial and administrative policies and procedures.
5. Lead programme work relating to FGC development (portfolio will flex according to need but will include safeguarding FGC and Lifelong Links).
6. Ensure regular and transparent quality assurance of all FGC and participation work undertaken by the Service, including a programme of audit, observations, supervision, peer review, participant feedback, annual report collation, and FGC accreditation processes. This will include ensuring high quality FGC and participation data is collated regularly, working closely with the Children and Learning data team and business systems team.
7. Develop participation practice and rights-based practice in close partnership with operational adults and children's service managers, the Children and Learning Academy, Learning and Development, and the Corporate Participation Team.
8. Work in partnership with statutory and voluntary agencies and other stakeholders engaged in participation work as well as other managers within the Division and partners across the Council.
9. Lead Camden's contribution to national research projects and evaluation in FGC and participation practices across adults and children's sectors.
10. Inform relevant strategies and plans in response to changing demographics, legislation, national policy, local strategies and plans and to the views of the community and particularly of children and young people and their families.
11. Communicate and engage with a range of audiences, internal and external, users and potential users, as well as the wider community and represent the FGC and Participation service in a range of contexts

12. Maintain a current awareness of evidence-based research and developments in high quality FGC and participation practice and disseminate this to Children and Learning staff to inform their practice, working closely with Learning and Development and the Children and Learning Academy.
13. Deputise for the Head of Children and Learning Transformation as required and provide leadership to continuous improvement of participation practice 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 Family Help and Safeguarding including Children and Families Contact Service (MASH)
- Integrated Early Years Service
- Integrated Youth Support Service
- Early Help Services
- Adult social care
- Other Council services including Housing Needs, Landlord Services, Welfare Rights, Inclusive Economy, Adult and Community Learning, Special Educational Needs, Learning and Development, Children and Learning Academy, QA
- Elected members of the Council
- Schools
- Health sectors
- Police
- Housing providers
- Voluntary Sector
- Government departments and regional offices, including DFE
- FGC national networks and organisations
- Independent FGC coordinators

### **About you**

- Educated to degree level or equivalent experience.
- Qualification or training appropriate to a management post.
- Relevant training to the roles and functions of the Service, including complete understanding of the FGC model and its uses
- Understanding of current legislation and policy context in children's and adults including child protection, vulnerable adults' protection, participation and family networks
- Demonstrable understanding of standards in, and delivery methods of, FGC and participation
- Experience of successful operational delivery of FGC in line with local and national standards
- Proven experience of successfully managing and supervising staff and/or teams, preferably in a field related to the role and function of the Service
- Significant experience of working in an integrated way with children, young people and family services and/or adult services

- 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.
- Experience of managing diverse and substantial human and financial resources.
- Experience of setting, monitoring and reviewing service standards and putting improvement plans in place.
- Experience of working with children and adults in diverse, inner-city communities and with people experiencing complex or multiple stressors.

### **People Management Responsibilities:**

You will manage a team of FGC and participation staff (approximately 7-10 staff) plus liaison with a 'bank' of self-employed FGC coordinators (approx. 15-20 individuals).

### **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