

Job Profile

Job Title: Family Help Quality Assurance Practice Development Lead (FHQSPL)
Job Grade: Level 4 Zone 2
Salary Range: £48,969 - £55,797

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.

The **Children and Learning Department** is responsible for the outcomes and support for children, young people, adults and families in need. The directorate has a strong focus on intervening early to prevent challenges escalating as well as contributing to prevention. Within the directorate, **Early Intervention and Prevention Division (EIP)** comprises of the following services: Integrated Early Years Service (IEYS), Integrated Youth Support Service (IYSS), Family Support and Complex families, SEN and Educational Psychology and the Education Welfare Service.

The Family Help Quality Assurance Practice Development Lead forms part of the Early Help Community and are situated in the **Quality Assurance and Relational Practice Directorate**. Family Help (QAPL) are responsible for delivering a comprehensive framework for quality assurance, developing the skills and confidence of the workforce and ensuring policy across the Prevention, Family Help and the community are maintained up to date clear and purposeful.

The Relational Practice Framework is the driver for the transformation and further development of services providing early help for families with children 0-19 years in Camden. Our ways of working:

- i. Consistent focus on outcomes and how they are measured
- ii. Consistent approach to building resilience in families across all levels of need
- iii. Streamlined and clear access to all services within the Early Help Offer
- iv. Strengthened early help delivery within universal services
- v. Improved integrated working which focuses on the whole family
- vi. Consistent focus on reflective practice and evidence based interventions.

About the role

- The (FHQAPL) will ensure early help professionals practice excellence through the provision of professional supervision and guidance, audit, quality assurance processes, consultation, policy and workforce practice development in accordance with Directorate policy, statutory responsibilities, national directives, guidance and risk assessment. The role provides impartial and objective support to line managers, team managers and service managers to ensure practice excellence in their teams and services.

- The (**FHQAPL**) will support general early help service improvement in line with the strategic direction of the Children’s Family Help Prevention and Safeguarding – Children and Learning Directorate as required
- The (**FHQAPL**) will enable individuals (including students and apprentices) and teams, encourage and enable continual professional development and learning including contributing to the arrangement and delivery of skills building and professional practice events and conferences
- The (**FHQAPL**) will embed the Relational Practice Framework facilitate training which underpins the whole family approach, across the Family Help workforce, providing opportunities for ongoing learning and professional development.
- The (**FHQAPL**) will be responsible for developing and ensuring compliance with consistent and shared policy, procedures and ways of working across the directorate (eg. quality assurance, auditing, measuring impact, compliance with local and national standards, leading on practice and learning forums to embed learning and producing reports for senior managers.
- The (**FHQAPL**) will be responsible for engaging with young people, parents and partners at every stage of the journey to ensure effective co-creation of services that are responsive to local need.

About you

- A graduate level qualification relevant to family work e.g. social work, nursing, early years education, play or youth and community work or NVQ level 4 equivalent gained in a setting associated with children or young people and families
- Substantial experience of working with children, young people, vulnerable adults and their families
- Knowledge and experience of working with vulnerable children, young people and their families to prevent problems escalating eg family work, youth work, etc
- Knowledge of legislation, frameworks and guidance relevant to delivering best practice in family work [working with children] and safeguarding children and vulnerable adults e.g. The Children’s Act 1989, Leaving Care Act 2002, The Troubled Families programme, Early Years Foundation Stage Framework
- Experience of successfully leading, managing or motivating teams to safeguard children to achieve results
- Experience of successfully leading, managing and coordinating multi-agency services or projects to improve outcomes for children and families
- Excellent negotiating/coaching/leadership skills and the ability to communicate diplomatically and persuasively with a wide range of individuals and groups at all levels in order to effect whole system change.
- High level of knowledge of legislation, policy and research base for early intervention and family support
- High level of analytical skills in order to interpret, summarise and draw conclusions from complex data.
- Knowledge and understanding of Working Together to Safeguard Children, including information-sharing, consent and integrated working principles and practice
- Experience of good practice in recording assessment, referral, case recording and report writing, using electronic systems and the ability to use Word and Outlook
- Knowledge of reflective practice and supervision, enthusiasm for continuous learning and new ways of working, demonstrating a high level of self-motivation
- A commitment to out of hours working in the evenings and weekends as required

Work Environment:

- The Quality Assurance Practice Lead will be based primarily at 5 Pancras Square as part of the Quality Assurance and Relational practice directorate. A Key part of the role is to develop and cultivate partnerships in the community so travel and work in the community is expected.
- The Quality Assurance Practice Lead will be expected to work in several different environments, working with numerous partners and audiences, and must have strong communication skills. Part of the role will be to identify new partnerships and ways of working to promote Family Help across Camden.
- Quality Assurance Practice Leads will be expected to undertake any other reasonable activity required to meet service needs and all work must be carried out in compliance with national and local policy, relevant legislation, approved procedures, frameworks and guidance

People Management Responsibilities:

No direct line management

Relationships:

Partnership with all Early Help Agencies in the Children's Prevention Family Help and safeguarding Directorate. Children and Learning division Early Help 0-19, across the council (CSSW, Housing, Community etc) and our external Early Help partners (Education, Health, Housing and VCS) is expected. Cultivation of these relationships to develop policy, procedure and practice is essential to the role. The post holder will be accountable for Quality Assurance and Practice across the division and supporting practice excellence across Camden's early help offer

The post holder will be required to develop and maintain links with a variety of partners to support them in the delivery of the early help offer. Partners include:

- Children's Services Social Work, including MASH
- Children's centres and schools
- Voluntary and Community Sector organisations
- Early education and childcare settings and childminders
- Integrated Youth Support Service
- Integrated Early Years Service
- Family Support and Complex Families
- Health services e.g. Midwifery, Family Nurse Partnership, Health Visiting and School Nursing services, GPs, Speech and Language Therapy services, Open Minded and adult mental health services
- Public Health, Housing and other local authority services
- Job Centre Plus
- Registered Social Landlords
- Police

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,