

# Family Support Team Manager X2

**Salary Range:** £48,969 - £55,797

**Grade:** Level 4 - Zone 2

**Contract type:** Fixed Term/Secondment  
(Dec 2025)

**Location:** 1x Harmood / 1x Agar Family Hub

**Reports to:** Zinah Domah / Chyrel Williams

# About the role

The Integrated Early Years' Service delivers, coordinates and supports a range of services for children and their mums, dads and carers, from pregnancy to age 5 years. Our family support offer provides early help for mothers, fathers and carers and their children, using the Resilient Families and Family Hub model for prevention and early intervention.

We are looking for x2 Team Managers that will provide leadership and management to two family support teams based in Kentish Town to ensure family work is managed effectively, ensuring Family Workers are supported to deliver high quality casework and improve outcomes for a range of families.

The Team Manager Family Support 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 family/partnership feedback and contributing to performance data, alongside new ways of working to further integrate health visiting and family hubs practice is an important element of the role.

## **Coding**

Where possible all roles should be written either neutrally or feminine coded. Try the link below to see how your text rates::

<https://www.totaljobs.com/insidejob/gender-bias-decoder/>

# About You

## ***Knowledge & Experience***

- **A relevant qualification e.g. social work, early years or similar and the 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 a range of 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.
- 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
- 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.
- Knowledge of quality assurance (QA) approaches and experience of implementing or using QA processes
- 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.

## **You have**

- **Collaborative and Team-Oriented:**  
You are able to work well in a team, contributing to group discussions, offering support to colleagues, and working collectively towards shared goals.
- **Excellent Communication Skills:**  
You have the ability to communicate clearly and effectively at different levels, from families to senior professionals, and can tailor your approach depending on the audience. This includes delivering presentations, leading meetings, and facilitating discussions.
- **Adaptability and Flexibility:**  
You can adapt to changing priorities and circumstances, remaining flexible in how you support families and manage casework.
- **Leadership and Mentoring Skills:**  
You are able to guide and support others, offering reflective supervision and fostering professional development within your team.
- **Organisational and Time Management Skills:**  
You can manage multiple tasks and cases simultaneously, ensuring that priorities are met and deadlines are adhered to, even in a fast-paced environment.
- **Cultural Sensitivity and Awareness:**  
You respect and appreciate the diverse backgrounds, values, and cultures of the families you work with, ensuring your approach is inclusive and sensitive to these differences.

# The things you'll achieve

*Key achievements in this position after a year:*

- Improved Family Engagement and Outcomes
- Enhanced Multi-Agency Collaboration
- Increased Quality Assurance and Continuous Improvement
- Professional Development of Staff
- Positive Feedback from Families
- Increased Preventative and Early Intervention Focus
- Enhanced Staff Learning Culture

## Other important information...

### **People management**

You will direct line management of a team of family workers, approx. 6 -7 FTE. Providing Leadership to the team including staff provided through commissioned services, partnership arrangements

### **Work environment**

You'll work from a Family hub which is community based and is a front facing service, although we offer hybrid working – you'll work from either Harmood/Agar Family hub which is based in Kentish Town.

### **Who you will be working with**

You'll work with Team Manager (health visiting day-to-day) so that families benefit from the partnership, pro-actively developing insight into HV practice, developing new skills and sharing practice, coordinating universal and targeted support effectively

You'll work with Locality leads and business support staff within the operations of the Family Hub. You'll work within a multi-disciplinary co-located team, e.g. SLT, CAMHS, housing officers, welfare rights advisors. You'll be joining a wonderful team of IEYS Family workers

### **The application process**

Once we have received your application, we will shortlist candidates and then invite you for a formal panel face to face interview.

# Who we are

## 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.

## Asking for Adjustments

Camden is committed to making our recruitment practices 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)

