

Service Lead – IEYS Family Support and Health Visiting

Salary Range: £59,759 - £69,584

Grade: Level 5 - Zone 2

Location: 5 Pancras Square / Various Locality
Family Hubs

Reports to: Operations Manager, Children and
Learning

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 a Service Lead that will provide leadership and management to our Family Support Team Managers based in various localities in Camden (1a, Kentish Town, Euston & Kilburn) to ensure family work is managed effectively, ensuring Family Workers are supported to deliver high quality casework and with a focus on prevention and early intervention in the first 1001 days.

As a Service lead you will be committed to prevention and early intervention through integrated services for families with children 0-5 years to reduce inequality and improve outcomes for children and their families. You will be invested in leadership at a community level to ensure services meet need and are locally responsive to families and communities

You will be able to bring a strong partnership across the council and with VCS organisations are fostered, with children's centres acting as a constituent part of the Family Hub network and safe, welcoming place for families to meet and support each other. Works with families through co-design and volunteering to provide inclusive family hubs and a coherent pathway of 0-5 services.

About You

Knowledge & Experience

Essential: Professional Social Work qualification e.g. DipSW or equivalent e.g. Level 4 qualification in Education, Social Care, health or childcare or significant experience of family support work within an early years' service.

Experienced leader and manager, with the ability to build enthusiasm and motivate teams, engaging staff positively in new ways of working

In-depth knowledge and experience of managing universal and targeted services, ensuring services are inclusive with high levels of engagement

Experience of overseeing child protection and safeguarding practice, supporting practitioners and managers to deliver best practice

Knowledge of prevention and early intervention policy, research and practice, including early child development, the critical first 1001 days and public health strategies to support families and children (pregnancy to age 5)

Experience of developing and implementing robust quality assurance processes, including service-user feedback, creating a culture of continuous learning and improvement

You have

- **Excellent Communication Skills:**
You have the ability to communicate clearly and effectively at different levels, from senior professionals, families 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 managers, families and manage complexity in casework.
- **Collaborative and Team-Oriented:**
You are able to work well in a team of managers, contributing to group discussions, offering support to colleagues, and working collectively towards shared goals.
- **Leadership and Mentoring Skills:**
You are able to guide and support others managers, offering reflective supervision and fostering professional development within your management team.
- **Cultural Sensitivity and Awareness:**
You respect and appreciate the diverse backgrounds, values, and cultures of the team managers and families you work with, ensuring your approach is inclusive and sensitive to these differences.

The things you'll achieve

Successful Team Leadership: You will have fostered a motivated, engaged, and cohesive team, with staff showing increased enthusiasm and adaptability to new ways of working.

Enhanced Operational Efficiency: The leader will have driven improvements in service delivery within a complex environment, effectively influencing outcomes, and demonstrating a solution-focused approach to challenges.

Improved Service Engagement: Universal and targeted services will be managed with a focus on inclusivity, achieving high levels of engagement from both service users and staff, particularly in underrepresented or vulnerable groups.

Strengthened Safeguarding Practices: The leader will have overseen safeguarding practices, ensuring practitioners and managers are delivering best practice and that cases are handled with the highest standards of care and safety.

Quality Assurance Culture: A robust culture of continuous learning and improvement will be established, with quality assurance processes in place, including effective use of service-user feedback to shape service delivery.

Other important information...

People management

You will direct line management of a team of managers approx. 4-5 FTE, Providing Leadership to the team.

Work environment

You'll work from 5 Pancras Square and various locality Family hubs which is community based and is a front facing service, although we offer hybrid working – you'll work from various sites in Camden.

Who you will be working with

You'll work with Locality Leaders, various Team Managers from Family Support and & 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 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

