

## Job Profile Information: Integrated Team Manager, Integrated Early Years Service

This supplementary information for **Integrated Team Manager (Integrated Early Years Service)** is for guidance and must be used in conjunction with the Job Capsule for Job Zone 4, Level 2.

*It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.*

**Role Purpose:** From April 2017, Camden's Health Visiting and children's centre Family Support services will start to form an integrated service for the delivery of universal and targeted support and care to families with children from pregnancy to age 5 years. The Integrated Team Manager leads, manages and coordinates the effective operational delivery of the universal healthy child programme and targeted early help services for families with children, pregnancy to age 5 years, in a designated locality with a clear focus on reducing disadvantage and improving outcomes.

### The post holder will:

- Ensure there is excellent practice in safeguarding and child protection, act safely in accordance with policy and procedure and provide advice and support to practitioners to reflect on their observations, concerns and to assess risk.
- Take a proactive role in working with Children's Services and Social Work to support effective joint working and information-sharing to support the most vulnerable children and their families, adhering to London Child Protection procedures and local policies.
- Operationally Lead and manage an integrated multi-disciplinary team, including health visitors and nurses, family workers and nursery nurses, ensuring the team provides high quality universal screening and assessment through delivery of the five mandated child development reviews (healthy child programme).
- Ensure there is effective identification and assessment of children and families' needs, enabling the provision of targeted support as early as possible, thereby preventing the escalation of need and risk.
- Oversee and support the team to manage caseloads effectively, deliver targeted interventions and/or refer to specialist services, to improve outcomes. This includes supporting team members to undertake the role of Lead professional to coordinate services and lead TAF meetings.
- Oversee and maintain an overview of all universal and targeted casework ensuring there is adherence to procedures and timescales for the allocation of work, high quality assessment of need, SMART action plans and positive impact.
- Maintain a culture of working in partnership with families, responding flexibly and listening to feedback, taking a whole family approach.
- Ensure the effective use of systems and processes to provide evidence of work undertaken, overall service performance and undertake quality assurance measures in line with procedures.
- Ensure staff receive recognition for work that meets and exceeds the required standards, are supported to share best practice and manage underperformance in accordance with policy and procedure.
- Ensure staff take opportunities for professional development through training, shadowing, observation and a variety of learning experiences.
- Provide line management and case supervision and oversee the case supervision provided by others in the team, ensuring adherence to the relevant policies, procedures, protocols and the agreed supervision model and framework.

- Operationally Lead and coordinate effective integration and joint working at across the team, of the extended team input, including housing, SLT, welfare rights and employability and CAMHS.
- Develop and maintain local partnerships e.g. midwifery, GPs and VCS organisations to support access to services and maintain knowledge of the range of services available to support children and their families across the 0-5s pathway such as preparation for parenthood courses, stay and play sessions, Free Entitlement and volunteering and support to find work and training.
- Work as the interface between the team and statutory and voluntary organisations, to facilitate cohesive approaches to meeting the diverse needs of people in Camden, keeping abreast of changes in practice arising from key national policy for children's services and relevant research.

#### **Example outcomes or objectives that this role will deliver:**

- **Service improvement and positive outcomes** for the children and families of Camden, especially those at risk of poor outcomes.
- An **effective universal service with evidence of high coverage** of the HCP, in line with or exceeding service performance indicators.
- Effective identification and assessment of those children and families needing targeted support and the effective deployment of early help offer to prevent escalation of need and improved outcomes.
- **Excellent practice to support children in need of safeguarding and protection**, including assessment of risk, timely and appropriate referral to MASH and other services e.g. Camden Safety Net.
- Effective **inputting and collection of all data required to enable routine and systematic reporting on service performance**, including key performance indicators and outcomes for children and families. This includes health visiting metrics, targeted early help measures and service user feedback and practice observation.
- **Good practice in integrated and partnership working across council services and external partners** such as CSSW and GPs to support the effective coordination of services for children and their families, including through delivery of whole family work, the Lead Professional role and Team around the Family (TAF) meetings.
- **Effective management and coordination of universal and targeted work** held within the team, including implementation of agreed management and case recording tools (e.g. System One, MOSAIC )
- **Leadership and implementation of change management processes and service developments**, demonstrating strong leadership across children's centres family support and health visiting teams and other IEYS teams. **The ITM will work** alongside Senior Managers in CNWL and LBCamden, as well as other team managers and colleagues.
- **Integrated teams that are solution-focused, have a strong focus on excellent customer service, are flexible and responsive to need and continually improve, adhering to the Camden Ways at all times.**
- Represent and promote integrated services for 0-5's in Camden by working as a member of working parties and practice development groups within the Council and / or Trust and in partnership with other agencies as required.
- **Lead the recruitment and selection** of staff for the team and organize induction programmes.
- Monitor and, where necessary, **improve access to services** by ensuring that service provision and delivery is culturally appropriate for the client group.
- Maintain **efficient and effective communication**, including verbal and written, with families, colleagues and external stakeholders.
- Ensure **high standards of record-keeping** are achieved in line with policy and procedure, ensuring a high degree of accuracy.

- Ensure compliance with current **data protection and information-sharing** standards.
- Provide **written reports** as requested and complete statistical returns in accordance with Council and Trust policy requirements.

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

1. Coordinate the joint and integrated working of the multi-agency, multi-disciplinary Integrated Early Years Service teams in the locality, including:
  - Health visitors, public health nurses, community nursery nurse, lead family workers and family workers
  - Midwives
  - SLTs, CAMH practitioners
  - Housing workers
  - Employability workers and welfare rights advisers
2. Responsible and accountable for the line management and supervision of Health Visitors, Leads and Family Workers, Public Health Nurses and Community Nursery Nurses, effectively co-ordinating and managing the work to deliver high quality, safe and effective universal and targeted services.
3. Work across teams, when necessary, e.g. to provide management cover in the absence of a team manager.

#### **Relationships;**

The role requires:

- Working in partnership with families, actively involving families in the planning and review of work designed to improve outcomes and seeking user feedback to provide evidence of positive impact and experience of services.
- Leading multi-disciplinary and multi-agency teams providing effective management and coordination of services.
- Building and maintaining partnerships across a wide range of services: health, schools, childcare and early education settings, VSC organisations and council departments.
- A creative and solution-focused approach to organisational change, working together with the health visitor Provider Service and managers in IEYS and across the council's directorates.

#### **Work Environment:**

- The post holder is based within a locality team in a community venue such as a children's centre and will be required to work from different bases across the borough, including 5 Pancras Square.
- There will be a requirement to travel across the borough and beyond to fulfil the requirements of the role.
- At all times s/he will carry out responsibilities with due regard to Camden Council's Equal Opportunities and Health and Safety Policies

**Technical Knowledge and Experience:**

The post holder will have a professional qualification as a health visitor or social worker or other equivalent and relevant qualification. The post holder will have:

- Significant experience of leading and managing teams in a multi-agency, multi-disciplinary environment, including implementing significant change programmes
- Experience of improving outcomes for children under 5 years and their families and knowledge of early childhood development and the factors and interventions contributing to outcomes, especially in the first 1001 days.
- Significant experience of providing case supervision to individual practitioners and teams, including for highly complex cases.
- Experience of working with children under 5 and their families, including those with high levels of vulnerability and complex needs and circumstances, including children with SEND.
- Experience of delivering improved outcomes for children and families and the ability to support practitioners to undertake whole-family assessments, facilitate behaviour change and monitor progress.
- Knowledge and experience of record-keeping and electronic case recording systems (e.g. MOSAIC, SystmOne) and of auditing electronic case files to ensure high quality record keeping
- Significant experience of overseeing and managing early help caseloads, TAF meetings and LP role; undertaking whole family assessments using the common assessment framework (CAF), delivering interventions and developing packages of support.
- Excellent interpersonal and negotiation skills with 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 and improve results.
- Experience of developing and maintaining partnerships across a wide network, with the ability to negotiate and influence.
- A thorough understanding of information-sharing requirements both within and outside the integrated service and how to meet the standards for maintaining the security of confidential information.
- Thorough knowledge, experience and understanding of safeguarding and child protection policy, legislation and best practice guidance, with the ability to offer guidance and support to help practitioners reflect on their observations and assess risk.
- Knowledge and understanding of the London Child Protection Procedures and Working Together to Safeguard Children and the ability to work in accordance with national and local Child Protection and Safeguarding policies and procedures.
- A sound knowledge of legislation, policy and research base relevant to children and families in the early years including; early intervention and prevention, the Troubled Families programme, school readiness, public health outcomes framework, poverty and outcomes and educational attainment.
- Proficient IT skills and the ability to use Microsoft packages (e.g. Outlook or Word) as well as significant experience of case management recording systems such as MOSAIC/ Systm1.
- Excellent time management skills, demonstrating resilience and flexibility, with the capacity to thrive and adapt in a complex and challenging environment.

**Camden Way Five Ways of Working**

The Camden Way illustrates the approach that should underpin everything we do through five ways of working: They are Deliver for the people of Camden, Work as one team, Find better Ways, Take personal responsibility and Take pride in getting it right. For more information about The



**\*Clusters are across 4 localities including Kings Cross/Euston, Kentish Town West, Kentish Town East & Kilburn.**