

Job Profile Information: Team Manager (Family Support and Complex Families)

This supplementary information for Team Manager (Family Support and Complex Families) is for guidance and must be used in conjunction with the Job Capsule for Job level 4 Zone 2

Camden Way Category 4

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:

The post holder will:

- Manage the effective operational delivery of universal and targeted services for families with children 0-19 by managing a team of family workers and coordinators.
- Manage Early Help referrals across the service and ensure appropriate interventions and plans are put into place for families.
- Will ensure that all staff within the team have access to regular and appropriate supervision as well as training to continue the development of the necessary skills to meet the needs of the families.
- The team manager will work with partners internal and external to analyse data to identify need, create evaluations, plan and deliver team meetings, ensure access to services is inclusive of all needs, work to implement RFP across all areas of our work, provide coaching, supervision and training to ensure interventions meet the needs of the family.
- Consult on, and directly work with, more complex families referred by statutory and other agencies, ensuring best practice in supporting resilience factors and employing the whole family strengths-based model and maintaining case management standards.
- Ensure delivery of evidence-based assessments and interventions to families on a group and individual basis with a focus on vulnerable priority groups, ensuring the needs of local communities are met and best practice developed.
- Ensure quality and standards in provision delivered by Family Support and complex families including maintaining an evaluation framework and tracking and reviewing outcomes for children, families and communities.
- To deputise for the Service Manager's as required.

Example outcomes or objectives that this role will deliver:

The role will deliver:

- To take responsibility for managing a team within the Family Support and Complex Families that will deliver high quality, inclusive services, responsive to the needs of users and the wider community.
- Regular management oversight of cases and ensure timely and appropriate escalation of cases where safeguarding concerns are identified.
- Effective knowledge and management of internal and wider community resources. This will require management of budgets and other resources of the locality, ensuring compliance with financial and administrative policies and procedures.
- High quality / cost effective services in line with Council, Directorate and Service strategies, plans and policies.
- Effective collection of all relevant data required to report on key performance measures for the service including, but not exclusively, all applicable statutory data reporting.
- High coverage of universal service elements in line with service expectations.
- High aspiration for the families of Camden.

People Management Responsibilities:

- Lead and manage a designated team of Family Workers/ Co ordinators, providing line-management and co-ordinating the work of the team.
- Identify training needs within the team and facilitating appropriate training and professional development.
- Ensure that all staff within the team have access to regular supervision from an appropriate senior staff member or clinical forum and identifying and addressing performance management issues.
- 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.
- Ensure that all work, both universal and targeted, is allocated appropriately and within the agreed timescales and that assessment processes are thorough and managed effectively according to agreed policy and procedure.
- Effectively manage the case work held within the team, including implementation of agreed management tools (eg. case file audit, referral & allocation database). Ensuring best practice in supporting resilience factors, employing a whole family, strengths-based model and maintaining case management standards.
- Take a proactive role in working with Safeguarding and Social Care colleagues to support effective joint working and information-sharing (eg. through attending daily discussions meeting, liaising on cases) to support the most vulnerable children and their families, adhering to London Child Protection procedures.

- Ensure that good practice in integrated working is implemented to support the effective coordination of services for children, young people and their families, including through the Lead Professional framework, the TAF process and use of Early Help Family assessment.

Relationships:

- Actively involve parents and carers in the planning and development of services through direct consultations and/or via feedback (eg-holiday programme, interventions, Saturday activities, post intervention).
- Identify potential/actual areas of concern within the services and work with the Service Manager and other team leaders to suggest and manage improvements.
- Represent and promote the Early Help Services 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 participate in induction and orientation programmes.
- Monitor and, where necessary, improve access to services by ensuring that service provision and delivery is culturally appropriate for the targeted client group.
- Work with colleagues to develop a culture of continuous improvement for the Early Help Service with agreed success criteria and monitor the performance of the service against performance measures and develop strategies to improve performance where necessary.
- Maintain efficient and effective, verbal and written communication with clients, their relatives, colleagues and external stakeholders.
- Ensure that accurate and contemporaneous records are kept of all clinical interventions, multi-agency liaison and supervisory activity with staff.
- Ensure compliance with current data collation and protection systems, provide written reports as requested and complete statistical returns in accordance with Council and Trust policy requirements.

Work Environment:

The role will be based in 5PS and the community localities.

There will be a requirement to travel across the borough and beyond to fulfil the requirements of the role.

The job is primarily office-based, but does require flexibility around working hours and being able to provide support out-of-office hours to deal with complex and high risk problems or issues. The postholder will be required to work evenings and weekends from time to time. The management of a range of services addressing complex needs means that work volume may change quickly in order to resolve operational issues. There are frequently deadlines that need to be met, sometimes with limited notice.

Technical Knowledge and Experience:

- The post holder will have a professional qualification as a youth worker, community worker, social worker or equivalent skills.
- Comprehensive experience of leading and managing teams, preferably in a multi-agency environment, and implementing significant change programmes.
- Experience of working with complex families, undertaking assessments, developing SMART plans, supporting families to change behaviour, and monitoring progress
- Knowledge of effective case recording and of auditing case files to ensure high quality record keeping
- Thorough understanding of information sharing requirements both within and outside the Family Support and Complex Families service.
- Thorough knowledge and understanding of safeguarding policy, legislation and best practice guidance.
- Knowledge of services provided by local authorities to support children, young people and their families.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Structure Chart

Head of Service
Family Support and Complex Families
Becca Dove

Service Manager,
Complex Families
(Transformation Team,
long term family help)
Tim Cosh
(from Nov 2017)

Service Manager, Families in Focus
(medium term family help
and parenting programmes)
Elaine Dunning

Service Manager,
Early Help Community and Practice
(brief family help and community partner
early help support, including early help in the
Children and Families Contact Service)
Emma Haigh (mat leave from Oct 2017)
David Jaggs (Oct 2017 to May 2018)

Service
Manager,
Education
Welfare
Service

Linda
Westcarr

Lead Family
Worker
Sherifa
Hinds

Troubled
Families
Employment
Advisors x 4

Lead Family
Worker
Nyree
Burgess

Lead Family
Worker
Jessica
Eneberi

Lead Family
Worker
Jessica
Merlet

Early Help
Community
(inc Children
and Families
Contact Service)
Lead Family
Worker
Chloe McKay

First Stop
Early Help
Lead Family
Worker
(brief family
help)
Lauren Small

Early Help
Practice Lead
Nicky Bryan

Deputy
Service
Manager

Stevie
Bennett