

## **Job Profile Information: Integrated Service Lead (Family Support) - 0-5 Service**

This supplementary information for *Integrated Service Lead (Family Support) 0-5 service* is for guidance for Job Zone 5 Level 1

### **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:**

In partnership with the Integrated Service Lead (Health Visiting) this role will provide strategic leadership for the Integrated 0-5 service. The post holder will take a service wide leadership role for the provision of high quality, outcomes focused family support interventions. The Integrated service will provide universal screening through child development reviews undertaking the key role of identifying families where targeted support is needed and then providing the necessary support through the deployment of an appropriate practitioner to meet identified needs or referral on to more specialist services. The role will involve the bringing together of directly employed and commissioned elements into a seamless service with a set of shared expectations working towards common objectives and the development and implementation of effective procedures for the delivery of high quality case work.

The service will be deployed through 4 integrated locality teams comprised of health visitors, family support workers and skill mix.

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

The role will deliver:

- A higher proportion of children ready for school at age 5.
- Effective identification of those children needing targeted support and the effective deployment of early help when necessary.
- Timely and appropriate referral of children in need of safeguarding.
- Full integration of the 0-5 service with other elements of the early help offer
- A culture of trust and transparency within the service, ensuring that all staff are valued and are clear about their role in achieving positive outcomes.
- Development and implementation of key performance measures for the service including, but not exclusively, all applicable statutory data reporting, eg Health Visiting metrics.
- Compliance with all relevant national registration requirements for team members, eg, NMC
- High aspiration for the families of Camden.

**People Management Responsibilities:**

The Integrated Service Lead (Family Support) will, with the Integrated Service Lead (Health Visiting), provide strategic leadership to the locality teams comprising of Health Visitors, Family Support workers and skill mix and will need to ensure that the teams work collectively to deliver a seamless service for families with young children in Camden. Providing effective line management to the team managers the service leads will ensure that practice is consistently good and that the requirements of both provider organisations are appropriately met.

The deployment of the combined resource within each locality will be led on a day to day basis by Integrated Team Managers. The Integrated Service Lead will be responsible for the consistency of approach across localities and the performance of the service in reaching both output and outcome measures.

**Relationships;**

This is a senior post within Camden Council with a strong link to the health visiting provider, currently Central and North West London NHS Trust. The post holder will have regular contact with Directors and senior leaders in both organisations and will need to communicate well at a senior level.

The post holder will need to develop and sustain relationships with managers in other early help services and managers within the local health sector as well as with external partners. It will also be important to be accessible to staff within the service offering re-assurance and guidance through effective leadership.

The post holder will need to work closely with children's services commissioners in the management of the procured element of the service.

There will be a requirement to work directly with service users through feedback mechanisms and the ability to communicate well at all levels both verbally and in writing will be essential.

**Work Environment:**

The role will be based at the Camden Council offices at 5 Pancras square.

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

**Technical Knowledge and Experience:**

The post holder will have a professional qualification as a Health Visitor or Social Worker or equivalent skills.

The post holder will have:

- Experience of service development; agreeing clear performance expectations, effectively monitoring performance and developing appropriate strategies for improvement when necessary.
- 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 integrated service.
- Thorough knowledge and understanding of safeguarding policy, legislation and best practice guidance.
- Knowledge of SEN and disability services provided for children under 5 and their families
- Experience of managing a budget
- Experience of problem solving and decision making at a senior level
- Experience of working in a political environment.

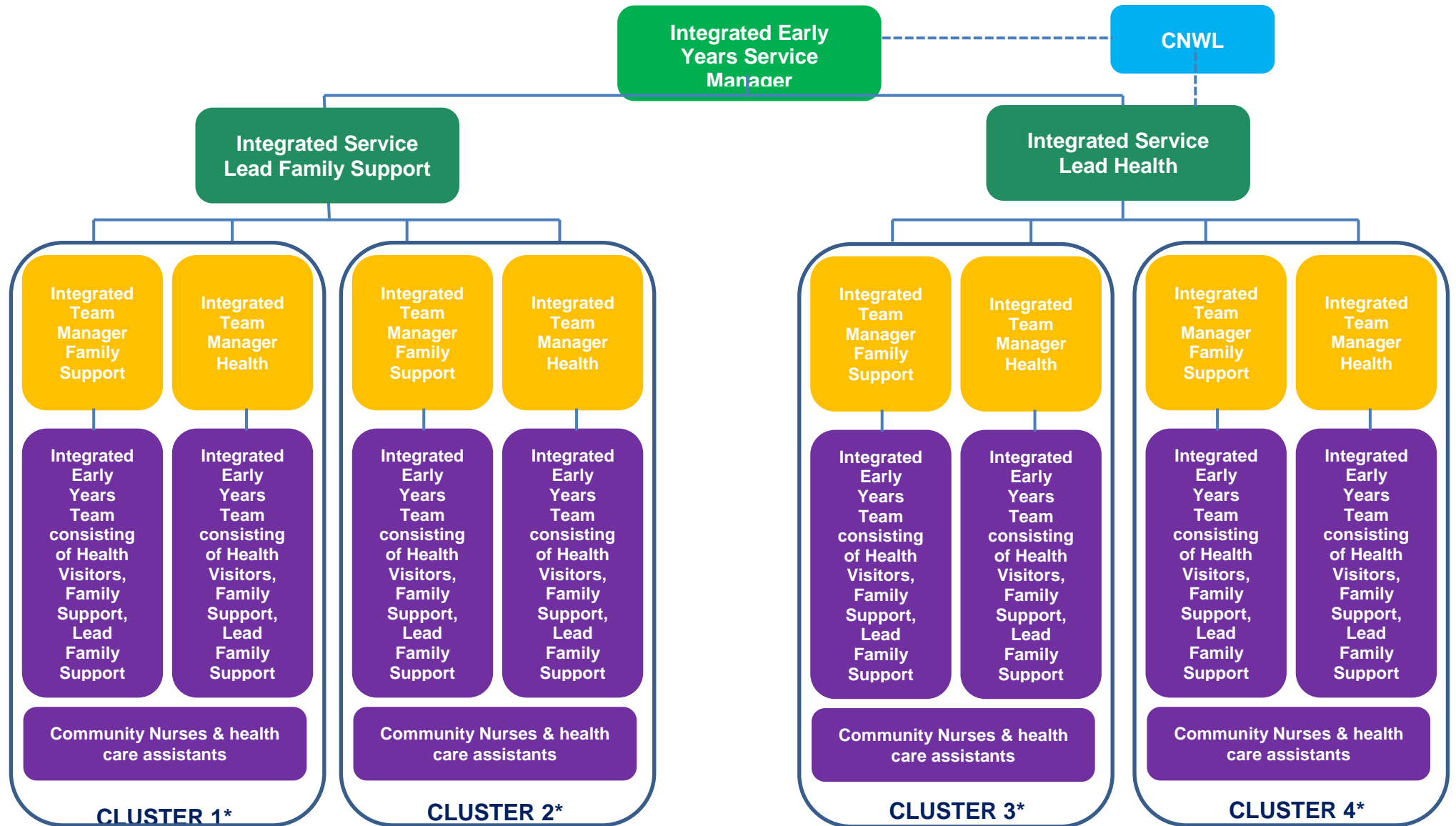
## **Camden Way Five Ways of Working**

*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
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## Structure of the Integrated Early Years' Service



\*Clusters are across 4 localities including Kings Cross/Euston; Kentish Town West; Kentish Town East; & Kilburn. An expression of interest process will determine which staff are in each integrated team location