

Job Profile: Family Group Conference Service Manager

This supplementary information for Family Group Conference Service Manager is for guidance and must be used in conjunction with the Job Capsule for Level 5 Zone 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:

To lead the development of the Family Group Conference (FGC) service in Adult Social Care, embedding it as part of the strengths based practice *What Matters, Camden approach to Adult Social Care*. To strategically lead the development of the approach working across organizational boundaries – representing FGC in the extended Adult Social Care management team.

To support, coach and mentor staff by providing a clear and responsive practice leadership role in Family Group Conference work including modelling best practice, promoting and ensuring the highest professional standards are maintained throughout areas of responsibility. Deliver a creative program of shared learning and development within the relevant area of expertise in liaison with Team and Service Managers.

To share responsibility across Adult Social Care for ensuring the delivery of the highest standards of care for people and their families in the context of FGC.

Example outcomes or objectives that this role will deliver:

- Leading the 'virtual FGC team' with direct and indirect management responsibility of adult FGC lead practitioner, FGC Coordinators and social worker FGC champions
- Develop and implement an approach to research, evaluation and continuous improvement for Adult FGC
- Representing Adult FGC work at a senior level in the organisation including directors, councilors and other senior officers across Camden and the wider health and social care system.
- Further develop FGC referral Pathways
- development of FGC practice standards in line with national developments
- link strategically across the council and wider Camden network for opportunities for family group conference - its promotion, and evaluation, with other strength based work across children's + adults.
- review and develop all referral Pathways
- review and develop all FGC materials
- opportunities for new avenues and community links for FGC
- Contribute to the development of future service models in the context of the Council's Financial Strategy.
- Contribute and lead on policy and practice development, participating in service reviews as required.
- Create an environment of continuous learning, quality improvement and professional development, developing excellent service outcomes and ensuring service improvements are implemented when necessary
- Strategic lead for securing further funding for FGC, including report to Better Care Fund programme board and Integrated Commissioning Committee.

People Management Responsibilities:

- Joint supervisory responsibilities for Lead FGC practitioner along with ASC Principal Social Worker
- Managing staff on HR issues (performance management, attendance, conduct) as required and in line with the relevant organisational policies and procedures.
- Mentor and coaching staff in the service, in area of expertise. Where needed, co work cases to promote staff development.
- Provide professional supervision to support social workers and other colleagues in undertaking complex assessments and interventions, encouraging the development of high quality standards and practice

Relationships:

Develop and maintain excellent working relationships with health and social care and Council colleagues; external organisations in the health and voluntary sector and other local authorities to ensure an integrated and holistic approach.

- Communicate in an appropriate, open, accurate and straightforward way
- Display sound professional judgements and working across the service to provide specialist advice and support.
- Work collaboratively and in partnership with customers, families/carers, professionals and the wider community to ensure customers receive an excellent, holistic person centred service which seeks to be inclusive, anti-discriminatory and anti-oppressive.
- Work collaboratively to anticipate risks and issues, proactively addressing barriers to progress and creating the conditions to facilitate delivery to customers in an integrated way across all health and social care services
- Be a creative and adaptable member of the team undertaking Lead Practitioner duties across the service.

This post will involve understanding the role of other services in supporting social care customers and being able to influence their work, in partnership where that would help the customer.

Key contacts will include:

- Senior management with adult social care, health and voluntary sector
- Service users, carers and other members of the public
- Community/Interest groups
- All appropriate statutory and independent agencies
- Other Council departments
- Health colleagues

A key responsibility of this role is to provide strategic leadership for Adult FGC, ensuring that the service grows and improves with a clear approach to benefit tracking and evaluation.

Work Environment:

The job is primarily office based but requires 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 post holder may be required to work evening and weekends from time to time.

Technical Knowledge and Experience:

- Diploma in Social Work or equivalent qualification and proven experience of working in a Social Services department (Essential)
- HCPC registration (Essential)
- To demonstrate sound knowledge of the legislative frameworks
- Evidence of continuing professional development.
- Evidence of people management and team building and how to put knowledge of systems working into practice
- To demonstrate a comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice.
- Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers
- To demonstrate knowledge and awareness of implementing strength based practice
- Excellent knowledge and practical application of risk assessment and safeguarding adults' statutory frameworks and current agendas.
- To demonstrate evidence of leading and improving and challenging social care practice

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

Chart Structure

