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### **Job Profile Information: Short Breaks Operations Lead**

**This supplementary information for *Short Breaks Co-ordinator* is for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care. Level 4 Zone 1**

**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:**

Short breaks form one element of the support offered by Camden Council to children and young people with disabilities and their families. They provide opportunities for children and young people with disabilities to spend time away from their primary carer, taking part in positive activities, while also providing much-needed breaks for the parent/carer.

Responsible for coordinating/ facilitating and supporting the operational implementation of short breaks services for children and young people with disabilities (0-18) in Camden, ensuring services are suitable to their needs and ensuring the participation of children and young people in services they value.

Work closely with Social Workers and other social care colleagues within the Children and Young People with Disabilities Service 0-25 to meet the needs of children and young people with disabilities through coordinating and facilitating short breaks provision to meet their wishes and needs.

Responsible, with Commissioning, for sourcing, researching, and helping to establish initial short-break services for young people with disabilities (0-18), so that such services can be commissioned for young people.

To respond to short breaks enquiries from families, disabled young people, those who work with them and other providers of information.

To coordinate the MOSAIC Short Breaks Panel and to be part of the Short Breaks Panel as a panel member when not involved in the administration of it, to monitor and co-ordinate the provision of short breaks services for disabled children and young people.

The role will involve positively working as part of an integrated member of the Children and Young People Disability Service 0 – 25, providing both practical support, assistance and guidance to Social Workers when setting up short breaks care packages for children.

### **Main Duties and Responsibilities:**

- To take a lead in the implementation of short breaks provision at the highest standard. This would include providing reflective guidance, advice and short breaks consultations in relation to allocation of short breaks provision to families, Social Workers and Short Breaks Assessor(s) and contribute as a panel member in Short Break panels.
- To attend Short breaks panel meetings for children and parents/carers alongside CYPDS chair, special schools settings representatives and to clarify providers capacity and resources to meet the identified need. Responsible for taking minutes on a rota basis and disseminating decisions of panel meetings.
- Working closely with Short Breaks Assessor, Social Workers and managers in the Children and Young People's Disability Team, to provide a coordinated service to meet the needs of children and young people with additional needs, disability and learning difficulties.
- Ensuring engagement with parents/ service user groups about new initiatives and obtain regular customer feedback / satisfaction about short breaks provision.
- To organise and run the Short Breaks drop-in surgeries where parents can seek advice and updates on short breaks and services, on a regular basis. To provide support and advice to parents of disabled children and disabled young people in meeting their needs for childcare, leisure and recreational activities.
- To participate in meetings with providers, families, and young people to ensure the chosen short breaks delivery model is performing effectively in meeting identified needs. Ensure that parents, carers and disabled young people are provided with high quality, reliable information about services available.
- Setting up, managing, and updating the short-breaks databases and providing evidence-based reports to inform service delivery and commissioning decisions
- Responsible for quality assurance of Short Breaks allocation in care plans following agreement of funding by Panel, and ensuring that short breaks provision is allocated in line with the Short Breaks commissioned framework in Camden.
- Responsible for the updating, coordinating the development of and publishing of a quarterly newsletter and easy read information for disabled children, young people and their families.
- Working closely with Commissioners in monitoring provider performance against service specifications as part of the contract management process and contributing to the evaluation and assessment of the impact of commissioned services on community outcomes as part of the commissioning monitoring and review process (i.e. risk management, which involves analysing provider capacity, identifying the risk of non-delivery on individual short breaks care plans and to identify solutions).
- To participate in Tendering and Re-commissioning process of contracted services (as and when required)
- To work alongside commissioning with change management to ensure any transitions to new services and/or providers are progressed effectively (as and when required).

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- Report safeguarding concerns relating to children or adults that may be identified and contribute as appropriate to the investigation of those concerns.
- To ensure that there is a database that provides fully comprehensive and up to date information on services for families with disabled children and young people and also contains the details of the children/young people, according to address/school/age/disability,
- To monitor the use and equality of access to short breaks care packages as requested
- To seek to ensure that high quality short breaks services are provided through attending and contributing to the monitoring of contracts and service provision in partnership with Commissioners, providers, and other CYPDS managers/ practitioners. To take a lead on the continuous improvement of short breaks provision and support the development of processes or updates in this area.
- To attend Parents' forums and other external meetings as required and to promote awareness of Camden short breaks and the range of services on offer to the community through newsletters and other publications
- To be part of any annual events and be involved in organising events alongside other colleagues in CYPDS for service users and professionals.

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

- The post-holder will need to develop effective working relationships with local providers, social care staff, health and education staff and services as well as being able to demonstrate negotiation and influencing skills.
- Responsible for supporting and advising the Short Breaks Assessor in their role, to help them familiarise with the short breaks on offer and other tasks they complete jointly, such as surgeries for parents, producing the quarterly newsletter and processing new referrals.
- Take the lead in coordinating the data for short breaks reviews that require allocation and managing the Duty Short Breaks referrals system in discussion with line manager.
- Post-holder will be responsible for developing and providing key evidence-based reports to inform commissioning decisions.
- The post holder will take a lead alongside Team Managers in CYPDS in assisting the Commissioners with the operational management of the short breaks contract and working collaboratively with the provider leads. This will include, attending 3 monthly monitoring meetings, understanding provides capacity and individual case discussions and escalations, which will be 6 weekly.

#### **Relationships:**

Accountable to and supervised by Team Manager within the Children and Young People's Disability Service.

In addition, the post holder will build and maintain professional relationships with internal multi-disciplinary colleagues including health, education and social care as well as external stakeholders across statutory, voluntary and private sectors in order to ensure that positive outcomes for young people with complex disabilities.

**Work Environment:**

- The post is based at MOSAIC, Kentish Town Health Centre, 2 Bartholomew Road, Kentish Town, NW5 2BX.
- There is flexible working and meetings will be required at other settings within Camden.
- The post holder is required to be flexible and adapt to any conflicting and changing priorities adjusting their workload to meet daily requirements of the role.
- The post will be required to work with a variety of organisations and agencies both internal and external to London Borough of Camden
- The post holder will work with parents and other professionals
- As the post holder is managed centrally, they will be required to work unsupervised and therefore with a degree of autonomy, but reporting back to local managers on a day to day location basis
- The post holder will need to be able to work in a flexible and innovative way in a time of possible reduced funding for short breaks and other service provision and in order that they can meet the different demands of the job
- This post will also involve problem solving skills as many callers have complex needs which will need to be dealt with in conjunction with other services (external and internal)
- The post holder will work with a range of people from the general public, providers, internal and external service providers.
- The post holder will need to manage a number of different priorities and deadlines but will be supported in this by the Team Manager. The post holder will need to attend meetings at other venues and occasionally outside of standard working hours.

**Technical Knowledge and Experience:**

*(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

A degree or equivalent which demonstrates academic and literacy ability to undertake the specific tasks of this role.

- Knowledge of Excel and IT systems
- At least one-year experience of organising, coordinating and developing services in the public sector for children and young people.
- Minimum of two years' experience of direct work with children and young people is essential.
- Experience of work or interaction with children and young people with a wide range of disabilities and their families and an understanding of their needs and challenges.
- At least two years' experience in coordinating short breaks for families and working with children and young people, providers, families and social care and other professionals, or in a similar work environment (e.g. residential care, respite provision etc.).
- Fluency in English

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## **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:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

## **Chart Structure**