

## **Job Profile: Team Manager, Family Support and Complex Families**

**Job Title: Team Manager, Family Support and Complex Families**

**Job Grade: 4.2 Salary**

**Salary Range: £42,687 to £49,515**

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **Role Purpose:**

Family Support and Complex Families Service is part of the Early Intervention and Prevention Directorate. The key objective of the service is to offer advice, information, support and direct case work for Camden families to build strength and resilience, and prevent issues escalating where statutory interventions may be required. Early Help Coordinators in the service deliver information, advice and guidance for both families and professionals as part of Camden's Children and Families Contact Service. Family Workers deliver a targeted high-quality early help family support casework service, offering practical and emotional support to families from pregnancy to age 19 years.

Families in need of support will range from those who will benefit from information, advice and guidance to brief interventions to families and children with complex and entrenched behaviour and multiple stressors. This may include parents with emotional difficulties, substance misuse, those experiencing domestic abuse or high levels of conflict and have limited or no wider family or community networks. Children and young people may be experiencing neglect, involved in criminal or antisocial behaviour, gang activity and substance misuse or on the edge of statutory social work intervention.

The key objective of the team manager role is to support the effective, high-quality operational delivery of these services for families with children 0-19 by managing a team of family workers or coordinators.

The role will:

- Lead and manage a designated team of Family Workers or Early Help Coordinators, providing line-management and co-ordinating the work of the team
- Allocate all work (IAG, outreach, or casework) appropriately across the team, within the agreed timescales ensuring assessment processes are thorough and managed effectively according to agreed policy and procedure.
- Undertake regular management oversight of work held within the team, including implementation of agreed management tools (e.g. case file audit, referral & allocation database) and appropriate escalation of cases where safeguarding concerns are identified and that accurate and contemporaneous records are kept of all interventions, multi-agency liaison and supervisory activity with staff.
- 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.
- Provide all staff within the team with regular and appropriate supervision, and identifying and addressing performance management issues

- Manage internal and wider community resources, including management of budgets and other resources, ensuring compliance with financial and administrative policies and procedures.
- Take a proactive role in working with Children's Safeguarding and Social Work colleagues to support effective joint working and information-sharing (eg. through attending daily discussions meeting, liaising on cases), adhering to London Child Protection procedures, and ensuring compliance with current data collations systems in accordance with Council and Trust policy requirements
- 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**

The role can be challenging and demanding on staff as many of the families we support have complex needs. Partnership working across communities and agencies is a central feature of this role. The post-holder is accountable for their contribution to multi-agency planning and intervention and the content of any reports or presentations they are required to provide to internal and external agencies. Partners include:

- Local children, young people, families and communities
- Local partnerships, voluntary and community organisations
- Schools and colleges
- Other services within the Children Schools and Families Directorate including Childrens Safeguarding and Social Work
- Other Council services in other directorates including housing, welfare benefits, employment etc
- Police
- Health services including, midwives, health visitors, community mental health and CAMHS
- Registered Social Landlords
- Government departments and offices including benefits offices

### **About you**

Essential:

- 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, providing information advice and guidance to families, undertaking assessments, developing SMART plans, supporting families to change behaviour or solve problems, 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.

**Work Environment:**

This role will require you to be office based at 5PS for supervision, team meeting and management oversight. Home visits and work in the community will also be required dependent on family need. Working from home can be agreed in line with management discussion.

**People Management Responsibilities:**

Will manage a team of Family Workers or Early Help Coordinators (role depending) of approximately 4-8 staff (team capacity and size dependent).

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

**Diversity & Inclusion At Camden**

We value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other nonwhite ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG