Family Support Team Manager

£41,551 - £51,936

Working 36.5 hours per week

Birmingham Family Support Service is offering a team manager position in the East of the city. You should have a broad range of experience of working with families with multiple complex needs and can evidence experience in case management of Troubled Family cases.

You will provide operational leadership, vision and direction to a multi-disciplinary team. You should have experience in managing team’s performance and ensuring it positively contributes to strategic plans by promoting an appropriate culture, empowering others and setting high standards of practice and customer care.

You will be expected to oversee the quality of practice and services delivered within the team. You will need to evidence they can engage in professional partnerships to deliver an integrated early help offer for children, young people and their families.

Ref: PE0122016

Closing date: 12 October 2016

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
1. **Job Purpose**

1.1 To provide operational leadership, vision and direction to a multi-disciplinary/agency locality team

1.2 Take responsibility and accountability for a locality team’s performance and ensuring it positively contributes to strategic plans by promoting an appropriate culture, empowering others and setting high standards of practice and customer care.

1.3 To oversee the quality of practice and services delivered within area of responsibility/accountability

1.4 To be responsible for the day to day management of BCC family support aspect of the Core Purpose

1.5 Establish positive and productive professional partnerships to deliver an integrated early support offer for children, young people and their families.

1.6 To hold lead responsibility for the development of a specialism within the Integrated Family Support offer.

2. **Duties and Responsibilities**

2.1 To use management information and performance/assurance systems to set priorities and continuously improve services to provide an early offer of help to children, young people and their families; assuring a culture of excellence exists within areas of responsibility.

2.2 To ensure the promotion and safeguarding of children and young people’s welfare is the cornerstone of service delivery, taking responsibility for the implementation of legislation, policies and procedures within the team/centre/designated specialism.

2.3 Provide case management supervision advice, guidance and oversight where appropriate.
2.4 Provide regular supervision to direct reports and family support workers as required.
2.5 To promote and ensure services are delivered in partnership with children, young people and their families.
2.6 To ensure service delivery is evidenced based, effective and that an integrated delivery model implemented within the locality team.
2.7 To establish and maintain high standards of practice and use of evidence based interventions through the use of effective supervision, performance review and quality assurance systems.
2.8 To provide local leadership that contributes to effective partnership working, ensuring the development of the Early Help Panels the Local partnership; making use of leadership practice standards.
2.9 Managing the family support function in a locality and working with and supporting Practice Supervisors to lead the local Early Help Panel meetings; ensuring children, young people and their families get the right service at the right time.
2.10 To have oversight for case allocation within the team, accountable with direct report for case management, oversight and escalation.
2.11 To work closely with Children’s Social Care Team Managers to monitor local case allocation processes to ensure the right level of service is provided; including joint working with Children’s Social Care services.
2.12 To ensure compliance with legal, regulatory, statutory guidance ethical requirements
2.12 To promote equality of opportunity, diversity and inclusion within the team
2.13 To manage and promote all aspects of customer care and performance/assurance systems
2.14 To effectively manage the team budget, including site management of LA Children’s Centres
2.15 To manage and lead an integration within the locality
2.15 To utilise and manage HR processes and procedures as appropriate, ensuring robust performance management of staff and activities provided
2.16 To ensure the use of all recording and IT systems; which are compliant with procedures and use agreed and effective audit procedures so that we continuously improve the quality of records.
3. **Supervision Received**

   3.1 **Supervising Officer Job Title**
   
   Head Of Service
   
   3.2 **Level of Supervision**
   
   Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice supervisors Senior Family Support Workers</td>
<td>GR5, GR4</td>
<td>Up to 4</td>
<td>Left to work within established guidelines subject to scrutiny by supervisor</td>
</tr>
</tbody>
</table>

5. **Special Conditions**

   - A Disclosure and Barring Service check will be undertaken.

   Observance of the **City Council's Equal Opportunities Policy** will be required.
# Birmingham City Council

## Children Young People & Family Directorate

### Person Specification

<table>
<thead>
<tr>
<th>Post:</th>
<th>Locality Team Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade:</td>
<td>GR6</td>
</tr>
<tr>
<td>Division:</td>
<td>Family Support and Early Help</td>
</tr>
<tr>
<td>Section:</td>
<td>Family Support</td>
</tr>
</tbody>
</table>

### Method of Assessment (M.O.A.)

A.F. = Application Form; I = Interview;
T. = Test or Exercise; C. = Certificate; P. = Presentation.

### Criteria

**Education/Qualifications**

NB: Full regard must be paid to overseas qualifications.

1. Demonstrable commitment to continuous personal and professional development.
2. Hold a relevant professional qualification relating to children, young people and families.
3. Accredited management training and/or management qualification.

**Experience**

(Relevant work and other experience)

1. Experience of managing operational services for children, young people and their families.
2. Proven track record as a practice teacher/supervisor of staff.
3. Proven track record of successfully managing change and service/practice improvement.
4. Experience of leading service area through a regulatory inspection process.
5. Experience of improving services to children, young people and their families.

**Skills & Ability**

e.g. written communication skills, dealing with the public etc.

1. Able to identify needs, proactively promote and safeguard the welfare of children and young people by ensuring appropriate and timely action is taken when necessary.
2. Builds and motivates teams, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and empowers staff.
3. Able to effectively and robustly manage a group of staff; address and improve under performance.
4. Successfully build and maintain effective relationships with colleagues, external agencies, children and their families and carers - demonstrating effective influencing and interpersonal skills with people at all levels and from a wide range of backgrounds in order to plan, coordinate and deliver services.
5. Communicate effectively both in writing and orally across a range of contexts, demonstrating the ability.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education/Qualifications</td>
<td>1. Demonstrable commitment to continuous personal and professional development.</td>
<td>AF</td>
</tr>
<tr>
<td></td>
<td>2. Hold a relevant professional qualification relating to children, young people and families.</td>
<td>AF &amp; C</td>
</tr>
<tr>
<td></td>
<td>3. Accredited management training and/or management qualification</td>
<td>AF &amp; C</td>
</tr>
<tr>
<td>Experience</td>
<td>1. Experience of managing operational services for children, young people and their families.</td>
<td>AF &amp; I</td>
</tr>
<tr>
<td>(Relevant work and other experience)</td>
<td>2. Proven track record as a practice teacher/supervisor of staff.</td>
<td>AF &amp; I</td>
</tr>
<tr>
<td></td>
<td>3. Proven track record of successfully managing change and service/practice improvement.</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>4. Experience of leading service area through a regulatory inspection process</td>
<td>AF &amp; I</td>
</tr>
<tr>
<td></td>
<td>5. Experience of improving services to children, young people and their families</td>
<td>AF &amp; I</td>
</tr>
<tr>
<td>Skills &amp; Ability</td>
<td>1. Able to identify needs, proactively promote and safeguard the welfare of children and young people by ensuring appropriate and timely action is taken when necessary.</td>
<td>I &amp; I</td>
</tr>
<tr>
<td></td>
<td>2. Builds and motivates teams, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and empowers staff.</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>3. Able to effectively and robustly manage a group of staff; address and improve under performance.</td>
<td>AF &amp; I</td>
</tr>
<tr>
<td></td>
<td>4. Successfully build and maintain effective relationships with colleagues, external agencies, children and their families and carers - demonstrating effective influencing and interpersonal skills with people at all levels and from a wide range of backgrounds in order to plan, coordinate and deliver services.</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>5. Communicate effectively both in writing and orally across a range of contexts, demonstrating the ability</td>
<td>AF, I &amp; P</td>
</tr>
</tbody>
</table>
to create and deliver concise, engaging and accurate information to a range of audiences.

6. Ability to understand and interpret complex written reports and policy documents, including the ability to evaluate the arguments.

7. Able to translate and implement relevant legislation and policy

8. Able to effectively prioritise, plan and manage work to ensure deadlines are met.

9. Able to understand and implement policies and procedures that are in place to meet statutory obligations and achieve performance objectives.

10. Have an ability to maintain up to date records, analyse and interpret data to inform service planning.

11. Ability to manage change and improve practice and services for children young people and families effectively

12. Able to demonstrate knowledge and understanding of the children centre agenda as part of the Early Help Offer

<table>
<thead>
<tr>
<th>Training</th>
<th>Willingness to undertake relevant training in order to comply with the requirements of the post.</th>
<th>AF &amp; I</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>Willing to work flexibly and outside office hours.</td>
<td>I</td>
</tr>
</tbody>
</table>

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.