

**LONDON BOROUGH OF MERTON**  
**CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE:** Family Wellbeing Service Deputy Manager

**Grade:** MGA

**DIVISION/SECTION:** Children Schools and Families

**Location:** based at **Civic Centre** and able to work across various locations in the borough including Children's Centres and other community buildings

**Responsible to:** Family Wellbeing Service Manager

**Responsible for:**

Family Wellbeing Assistant Team Leader ME13 (temporary)

Family Wellbeing Practitioner ME11 x 3

Family Wellbeing Practitioner ME9 x 4

Shortbreak Team Leader ME11 x 1

Shortbreak Keyworker ME8 x 2

DWP Employability worker (co-location, SLA - funded by DWP))

SF Data Manager ME13 x 1

Short breaks and Supporting Families Programme Budget

**Post number:**

**Date: July 2022**

## **1. MAIN PURPOSE**

The Deputy Team Manager, under the direction of the Service Manager, is responsible for key service strands within Merton's Family Wellbeing Service. They will ensure their development and day-to-day operational delivery, working with colleagues and partner agencies to achieve the objectives of the service, to fulfil quality assurance standards and targets, and to monitor performance.

The Deputy Manager will manage access to the applicable work streams of the Family Wellbeing Service, exercising a high level of expertise and knowledge in decision making, child protection, application of thresholds and pathway planning for families, which includes escalation or stepdown to alternative universal/preventative services.

To provide effective management to a team of Family Wellbeing Practitioners managing a caseload of vulnerable families with a range of diverse and complex needs across the 0-25 age range so that outcomes are improved and sustained, underpinned by the Merton Family Wellbeing practice model and through the family plan

To deputise for the Service Manager as required

Develop and maintain positive working relationships with a range of internal and external stakeholders for the purposes of delivering integrated services and improved outcomes for children, young people and their families

To lead on key aspects of the council's Supporting Families programme, working closely with partner agencies, to support vulnerable families to achieve a stable and inclusive lifestyle and improve their quality of life

To be the named Supporting Families Coordinator linking together strategic and operational elements of the overall programme.

Develop a range of operational delivery methods and models, building on existing programmes of support, boosting the pace and scale of work, to turn around the lives of families who face multiple and complex challenges.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

- Ensure vulnerable children, adolescents and their families and/or carers, receive a high quality and responsive service as set out by the London Borough of Merton's policies and procedures and enshrined in Children's and other relevant legislation relating to Every Child Matters
- Day to day management of Family Wellbeing Service (approximately 7 practitioners with case load of approximately 80 families presenting with complex needs) to ensure all children, young people and families receive responsive early intervention services to prevent harm and promote children's life chances and prevent children and young people coming into care.
- Manage Assistant Team Leader (ME13 temporary) responsible for the line management of ME9 Case Practitioners
- Have a lead responsibility for managing, reviewing, allocating referrals/case work into the Family Wellbeing Service, exercising high level decision making and expertise to guide the practitioners initial piece of work, to meet a family's need.
- Manage ME11 practitioners who will have additional responsibilities in regard to training / mentoring staff and referral planning/pathways.
- Oversee the co-ordination between the Family Wellbeing Service and statutory teams who will be referring families for short breaks, ensuring a professional delivery, providing innovative and flexible solutions in response to any complaints, issues or capacity pressures. Jointly with the designated Manager manage the step up / step down process between statutory children's services and the Family Wellbeing

Service, providing support and challenge to managers within the C&F Hub and Family Support and Safeguarding teams in order to ensure that thresholds are adhered to and risk is managed, supporting families to access the most appropriate services to meet their needs

- To manage the delivery of an effective and dynamic early help and intervention service, managing resources and contributing to and achieving goals as set out in the Service Plan.
- To have lead responsibility for the provision of support to children, young people and their families presenting with multiple and complex needs, ensuring that they are able to contribute to the decision making process and planning for their ongoing support
- Ensure workers undertake high quality timely Family Wellbeing assessments on allocated cases and that there is a consistent approach to high standards of case notes, reports, chronologies, assessment of need and record keeping
- Oversee high quality direct work interventions, underpinned by the Practice Model that are delivered by workers with children, young people and families.
- Manage the Short Breaks Team Leader (ME11) responsible for the line management of ME8 Short Breaks Keyworkers
- To take lead responsibility for the implementation, policy development and delivery of the statutory Short Breaks duty in response to the identified needs of children with a disability in Merton in line with applicable Short Breaks Regulations
- To lead on the Implementation of the Resource Allocation Process for Short Breaks, ensuring value for money and quality of provision, overseeing a budget of limited resources (approx. £300k p/a), evaluating the impact underpinned by user voice.
- Lead, coordinate and direct the planning, development and successful delivery of key aspects of the Supporting Families programme in Merton.
- Support partner agencies and Merton Council staff in the understanding, implementation and delivery of the aims and objectives of the Supporting Families programme
- Support the wider strategic aims and ambitions of Merton, for example wider service transformation with respect to whole family working and improving outcomes for vulnerable families.
- To achieve Payment By Results, leading and defining performance targets in identified areas of the local Supporting Families Programme, ensuring compliance with relevant legislation, regulation and locally agreed standards.

- To communicate on behalf of Merton as required with the national strategic Supporting Families Team and DLUHC Area Lead providing progress on targets and liaising in relation to other DLUHC requirements.
- Maximise funding opportunities and joint working with partners including co-location of services, in order to create innovative ways to improve outcomes for children and families.
- To work closely with partner agencies and other key stakeholders (Police, Health, Probation, Education, Youth Justice, Social Care, Voluntary sector, JCP and DWP ESF provider) to ensure co-ordinated and successful family outcomes are achieved in accordance with the DLUHC Payment by results framework
- Provide information and recommendations on specific issues relevant to the National Supporting Families Initiative to enable senior managers, Council Members and partners to make informed decisions.
- Liaise with a national network of Supporting Families Coordinators providing an interface between national and local government and local partners in driving delivery of the national programme in a local context
- Design and implement monitoring and evaluation structures for the programme that measure the impact of actions against national success criteria.
- To produce programme reports as required for a range of audiences including senior managers, members, partner agencies and operational staff.
- To line manage the SF Data Manager to ensure there is an appropriate data process to identify and track families that meet the Supporting Families criteria in Merton.
- Work with DWP ESF service providers to ensure relevant families access return-to-work resources and prevent/reduce unemployment.
- Devise methods of improving wider service delivery through feedback from children and families.
- Translate the National Supporting Families strategy into effective local operational practice.
- Ensure the Supporting Families programme responds to local needs by working closely with local agencies and service users.
- Monitor activity to ensure it is effective in improving outcomes for children, young people and families
- Management and review of Short Breaks and Supporting Families operational budgets and input into annual budget planning process.

- Participate in various meetings and working groups so that the Supporting Families actions and objectives contribute to the overall aims of a range of plans, for example, Merton's Children & Young Plan's Plan and Corporate Plan for Children & Young People
- Ensure that programme delivery is in partnership with both adults and children's services always seeking to take a whole family-driven approach to service delivery.
- Develop and implement robust delivery and resource plans that combine generic national success criteria with specific local need.
- To contribute to the development of a cohesive approach to Early Help and redesign of Early Help services delivery (Think Family) using learning from the SF programme nationally and locally.
- Coordinate and champion the local employability priorities to ensure local programme success including contributing to the monitoring of the DWP's ESF work programme.
- Make recommendations from across the various Early Help workforce streams within the Early Help system in order to translate national SF programme objectives into effective and proactive local practice (service transformation).
- Champion information sharing in support of the early intervention and prevention agenda across the partnership
- To work with statutory and voluntary partners to ensure that all relevant activity is focused on improving outcomes for the identified SF families.
- To chair meetings and contribute to strategic and operational working groups, network and planning meetings and reviews, as required.
- Contribute to the development of effective commissioning for the SF programme.
- To contribute to the effective representation of the SF programme at key strategic and operational partnerships.
- Where required lead on prevention initiatives and report to relevant boards (i.e. crime prevention that reports to the Youth Crime Prevention Executive Board, early years health and wellbeing support that reports to the Early Years Partnership).
- To ensure relevant information is shared appropriately with family consent in line with corporate procedures and policies
- Promote a high standard of recording by workers and quality assure the standard of recording and compliance with database and tracking systems

- Ensure that the professional development needs of all staff are met by regular supervision which is recorded on appropriate systems and a copy given to each member of staff
- Ensure that all work is focused on improving evidence based outcomes and impacts for the child/family, identifying risk factors and dealing with these appropriately in accordance with local Safeguarding protocols
- Ensure services are responsive to and value diversity and are fair, consistent, inclusive and service user focused
- To ensure that the requirements of continued relevant professional memberships are met.
- Ensure timescales for requests for support, assessments, plans and reviews are adhered to in line with Service performance framework and contributing to the achievement of performance targets
- Develop and maintain positive working relationships with a range of internal and external stakeholders for the purposes of delivering integrated services and improved outcomes for children, young people and their families
- Maintaining accurate management information through the appropriate IT systems in line with requirements and departmental recording methods to support monitoring, performance management and service development.
- Contribute to the external inspection and audit planning and preparation process
- Take responsibility for own professional development including keeping up to date with research and evidence based practice
- To establish rapport and build a mutually respectful, honest and trusted relationship with families
- Champion and promote the FWS and practice model across the multi-agency children's workforce
- Support the implementation of the continuous improvement framework

### ***Other Factors***

1. To work flexibly to meet the needs of the service which will/could include 'out of hours', morning, evening and weekend work.
2. To undertake duties commensurate with the grade of the post as required from time to time
3. To be aware of and understand Merton Council's equalities and diversity policy and ensure that at all times the duties of the post are carried out in accordance with the policy.

4. To ensure that the corporate, departmental health and safety policies are implemented at all times and to raise any concerns regarding their operation, or any other health and safety matter with the line manager.
5. To ensure that within the scope of the job purpose, the Council's aims in relation to customer service are achieved and adherence to confidentiality policies and the sharing of information.
6. To undertake such other duties as may be required to support the delivery of the Family Wellbeing Service, provided that they are commensurate with the grade of the post.

**This post requires an enhanced DBS check to be carried out and it is the London Borough of Merton's policy for a re-check to be done every three years.**



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**PERSON SPECIFICATION**

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**Grade:** MGA

**Date:** July 2022

1. Degree, relevant Social Work Qualification (CQSW / Diploma SW / CSS) Registered with Health and Care Professions Council Standards (HCPC) or have proof of application for registration. Applicants will be accepted from other Degree level relevant Qualification (Community Development, Youth Work, Early Years, Teaching, Social Care) with evidence of management experience.
2. All Social Work Staff are required to meet/adhere to the various professional standards, including the Professional Capability Framework and the HCPC. All other professional qualifications to adhere to their relevant national standards.
3. Understanding of and ability to work within the frameworks of the legislation, processes and systems that underpin the delivery of services to Children and Families
4. Ability to assess and analyse levels need / risk and to exercise high level decision making to determine access to the most appropriate service to meet a family's need.
5. Extensive knowledge, experience and understanding of the needs of children, young people adolescents and their families and the various factors that can impact on development, wellbeing and outcomes



6. To have recent and proven management experience within a service that works with families with complex needs, providing support, advice and advocacy with a view to improve outcomes for children through the use of evidence based practice / tools and theoretical frameworks
7. Experience of staff management with strong supervision skills and the ability to develop individual and team performance through effective supervision arrangements
8. Knowledge of a range of best practice approaches with children of different ages and wide range of presenting needs, including SEND.
9. Knowledge of effective direct work tools and approaches with children, young people and families, such as Signs of Safety, Motivational Interviewing, Hope for Children, Helping Families Programme.
10. Ability to inform strategic decisions and deliver service development
11. Ability to forge and develop positive joint working relationships across a wide range of key stakeholders and partnerships (MSCP, Health, Social Care, Schools, Forums, Panels etc.)
12. Experience of managing performance and quality assurance frameworks and processes in order to maintain high standards of service and practice and to inform strategic development.
13. Sound financial acumen with experience of budget management and providing value for money services.
14. Ability to collate, interpret and analyse data from a variety of sources producing reports to influence service development
15. Excellent communication and interpersonal skills with the ability to provide support and challenge to senior colleagues across the multi-agency network.
16. Ability to work flexibly, responding to competing demands, role modelling positive work ethic and working precisely under pressure and meet tight deadlines.
17. Good level of IT skills including intermediate use of word and excel and data management systems, with the ability to analyse information to support the management and development of the service.