



LONDON BOROUGH OF MERTON
CHILDREN, SCHOOL'S and FAMILIES DEPARTMENT
JOB DESCRIPTION

Post Title: Family Wellbeing Service Manager

Grade: MGB

Division/Section:

Location: based at Bond Road Family Centre and Steers Mead Children's Centre, but able to work across various locations in the borough

Responsible to: Head of Service

Responsible for:

Family Wellbeing Service Team Leaders x 3

Practice and Development Manager x 1

Family Wellbeing Practitioners x 18

EPEC Coordinator x 1

Contact Co-ordinator x 1

Contact Supervisor x 2

Shortbreak Coordinator x 1

Shortbreak Keyworker x 2

Family Wellbeing Advisors x 2

Family Wellbeing Assistant x 1

Budget of £2m+

Post number:

Date: May 2019

Overall Purpose of the Job

To lead on the development and delivery of the Council's newly established Early Help Family Wellbeing Service for children, young people and their families living in Merton in accordance with priorities, service plans and practice and service standards

To lead on the development and delivery of the Family Wellbeing Service so that day to day delivery is effectively and safely managed and that there is robust and purposeful multi agency working so that the objectives of the service are met.

To set high standards of Early Help practice and delivery across a range of disciplines, age groups, cohorts of children and needs. Oversee the performance framework and quality assurance of the practice model of delivery.

Ensure efficient and effective, seamless referral pathways are maintained in accordance with applicable threshold documents and multiagency partnership with MASH. 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

Main Duties and Responsibilities

- To have the strategic and operational lead for delivery of an effective and dynamic early help and intervention service, contributing to and achieving goals as set out in the Service Plan, by holding delegated management responsibility for the allocation of all workloads, and responding to local performance and management information
- To lead the strategic and operational development of the FWB service in order to improve outcomes for children, young people and their families identified through analysis of need and prioritisation, informing and influencing wider council strategy and policy development
- To manage the service budget of approximately £2m+, ensuring timely budget returns and value for money.
- To have lead responsibility for the council's statutory provision of Short Breaks services to children and young people with SEND, ensuring quality of provision and value for money
- To lead and manage a service that is of high quality, that is responsive and high performing, managing and leading a team of managers and their staff who:
 - ✓ Support 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 Family Wellbeing practice model
 - ✓ Provide a high level of information, advice and guidance to a wide range of stakeholders including schools/education providers, statutory partners, community and voluntary sector partners and children, young people and their families.
 - ✓ Lead on the strategy and ensure implementation of the multi-agency training plan and support and challenge across the children's workforce in Merton so that children are safe and schools and other services can

evidence the meeting of their statutory duties regarding the welfare of pupils

- ✓ Manage the referral process, exercising a high level of expertise and knowledge in decision making, child protection, application of thresholds and pathway planning for families, which includes escalation to MASH or stepdown to alternative universal/preventative services.

To have lead responsibility for the provision of information and support across the multi-agency children's workforce in relation to early help, incorporating support and challenge to school leaders and DSL's, multi-agency practice and workforce development To be the named lead for the council's early help services, ensuring that Merton's offer meets its duties in line with statutory guidance and is responsive to local and national policy change / directives.

To take a lead role in both in the preparation for and inspection activity for relevant Ofsted inspections including ILACS and SEND

Leadership

- Keep abreast of legislation, research and best practice that is shared across the service and into the department's procedures and policies, informing service improvement planning.
- Develop Family Wellbeing Service Practice Model
- Develop and oversee multi-agency training plan linked to Family Wellbeing Practice Model
- Ensure the service's compliance with performance framework
- Networking and joint working to achieve best practice

Staff Management

- Embedding a culture of continuous improvement, quality assurance and practice development.
- Ensure all staff have appropriate supervision, appraisals, training and support in the workplace.
- Manage capability, disciplinary, complaints and grievance procedures as required
- Monitor leave, sickness and the use of agency staff in order to ensure these resources are used effectively
- Champion the equality and diversity agenda across the service and with multi-agency professionals
- Carry out all responsibilities and duties with due regard to the Council's Equal Opportunities Employment Policy
- Ensure staff are aware and adhere to the council's health and safety policy

Other duties

- Manage resources within available budget ensuring value for money is achieved and resources used in accordance with the departments strategy and within the council's financial regulations

- Pro-actively seek feedback from a range of sources to inform strategic decision-making
- Contribute to the external inspection and audit planning and preparation process
- Participation, where required, in management rotas across the community support service to ensure that there is management cover of staff and buildings at all times
- Ensure that personal and professional development opportunities are taken and achieved, where appropriate, in line with performance objectives, mandatory training, career pathways and individual opportunities identified with Manager
- Ensure that the service operates within the framework of the law, policy and agreed schemes of delegated powers and authority
- Keep abreast of new developments and research relevant to the service and ensure these are communicated to all staff
- Undertake any other reasonable duties in line with the responsibilities of the post
- Undertake duties outside normal working hours as required.

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PERSON SPECIFICATION

Post Title: Family Wellbeing Service Manager

Grade: MGB

Division/Section:

Location: Community based location – delivery across various locations including family homes

Responsible to: Head of Service

Responsible for:

Family Wellbeing Service Team Leaders x 3

Practice and Information Manager x 1

Family Wellbeing Practitioners x 21

Family Wellbeing Service Practice and Information Manager x 1

Family Wellbeing Advisors x 2

Family Wellbeing Assistant x 1

Post number:

Date: May 2019

Qualifications and Knowledge

1. Degree level relevant Social Work Qualification (CQSW / Diploma SW / CSS). Registered with Health and Care Professions Council Standards (HCPC) or have proof of application for registration. All Social Work Staff are required to meet/adhere to the various professional standards, including the Professional Capability Framework and the HCPC
2. Understanding the frameworks of the legislation, processes and systems that underpin the delivery of services to Children and Families and the ability to ensure that the work of the service and the whole staff team are compliant with them.
3. Extensive knowledge and practical understanding of the needs of vulnerable children, young people, adolescents and their families and the various factors that can impact on development, wellbeing and outcomes
4. Knowledge of a range of best practice approaches with children of different ages and wide range of presenting needs, including SEND.

Skills and Experience

1. To have recent and proven management and leadership experience of a service providing targeted interventions and programmes with families with complex needs in partnership with multiagency networks
2. Ability to manage and lead the process of assessing levels of need / risk to ensure consistency in the execution of high level decision making to determine access to the most appropriate service to meet a family's need with appropriate safeguarding responses.
3. Experience of delivering a service that improves outcomes for children through the use of evidence based practice / tools and theoretical frameworks
4. Ability to inform strategic decisions and deliver service development
5. Significant experience of strong leadership skills with an ability to develop individual and team performance, supporting staff development and challenging poor performance
6. 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.)
7. 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.
8. Excellent communication and interpersonal skills with the ability to provide support and challenge, influencing senior colleagues across the multi-agency network.
9. Ability to work flexibly, responding to competing demands, role modelling positive work ethic and working precisely under pressure and meet tight deadlines.
10. Sound financial acumen with experience of budget management and providing value for money services.
11. Good level of IT skills including intermediate use of word and excel and data management systems, with the ability to analyse information and produce reports to support the management and development of the service