

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

**POST TITLE:** Family Wellbeing Service Team Leader (Contact and Parenting)

**Grade:** ME15

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

**Location:** based at Bond Road Family Centre and Steers Mead Children's 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:** FWS Practitioners x 9 (combination of Parenting and Contact Coordinators, Parenting Practitioners and Contact Supervisors)

**Post number:**

**Date: October 2019**

## **1. MAIN PURPOSE**

The Team Leader, 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.

Team Leaders will manage access to the applicable service stream within 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/applicable plan

To deputise for the designated Manager/Leader as required

## 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
- Day to day management of the specific work stream for the Family Wellbeing Service (approximately 8 practitioners with varying case load of approximately 50 families presenting with contact supervision orders and approximately 50 families with varying needs attending parenting programmes) to ensure all children, young people and families receive responsive services to prevent harm and promote children's life chances and preventing escalation.
- Have a lead responsibility for managing, reviewing, allocating all referrals into the applicable work stream of the Family Wellbeing Service, exercising high level knowledge and expertise to determine the direction of the work to meet a family's needs. Ensure all referrals have a decision made within agreed timeframe of receipt and the referrer receives written confirmation of decision.
- To manage the coordination process between statutory children's services and the Family Wellbeing Service, providing support and challenge to managers within the MASH and Safeguarding and Care Planning teams in order to ensure that thresholds/applicable actions within plans 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 parenting programme resources and contributing to and achieving goals as set out in the Service Plan.
- To have lead responsibility for the provision of the statutory supervised contact service which supports children, young people and their families with presenting multiple and complex needs, ensuring that they are able to contribute to the supervised contact session in accordance with the agreed plans and court orders
- Ensure workers undertake high quality timely Family Wellbeing parenting programme assessments for allocated families, 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 relevant licensing/accreditation body and the local Practice Model that are delivered by workers with children, young people and families.

- To ensure relevant information is shared appropriately with 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 in accordance with the fidelity of applicable programmes that impacts positively 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 e 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.
- 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 Criminal Records Bureau 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:** ME15

**Date:** October 2019

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. All Social Work Staff are required to meet/adhere to the various professional standards, including the Professional Capability Framework and the HCPC
2. 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
3. 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.
4. 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
5. 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, including experience of running evidenced based parenting programmes

6. Experience of staff management with strong supervision skills and the ability to develop individual and team performance through effective supervision arrangements
7. Knowledge of a range of best practice approaches with children of different ages and wide range of presenting needs, including SEND.
8. 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.
9. Ability to collate, interpret and analyse data from a variety of sources producing reports to influence service development
10. Excellent communication and interpersonal skills with the ability to provide support and challenge to senior colleagues across the multi-agency network.
11. Ability to work flexibly, responding to competing demands, role modelling positive work ethic and working precisely under pressure and meet tight deadlines.
12. 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.