

Job Profile

Position Details	
Post	Team Manager
Service Area	Locality Teams/ Early Help and Prevention/ Children's Services
Reports to	Locality Manager
Grade	PO7
Job Family	Children's Services

Role Purpose
<p>As a Team Manager you will work to improve outcomes for vulnerable children, young people and families in Haringey along with ensuring children and young people are safeguarded by identifying and addressing child protection issues and concerns with colleagues as appropriate. You will also prevent escalation of need and reduce demand for statutory services. In this role you will successfully establish, oversee and quality assure Locality Teams and new ways of working.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. Establish, embed and quality assure the delivery of early help assessments and outcome focussed support plans with families and other professionals, which identify individual needs of all family members and family dynamics. 2. Establish, embed and quality assure whole family, multi-agency support plans which respond to the needs of families (and individual family members), providing tailored, timely and sequenced interventions how and where they are needed. 3. Establish, embed and quality assure a key worker for families – which involves working with all family members and other professionals to develop, coordinate and deliver whole family support plans (including regular reviews of progress). 4. Develop, establish, and quality assure the delivery of family support work and evidence-based interventions with children, young people and families through group work and one-to-one support. 5. Ensure families are empowered to access services through support with calls and referral forms, accompaniment to service appointments, and advocacy on behalf of families where appropriate. 6. Ensure practitioners work persistently to empower, challenge and support families to achieve goals, providing practical 'hands on' support, and building families' resilience. 7. Develop and implement processes and procedures to ensure families are engaged in the development and evaluation of services and ensure feedback and views on services delivered are captured and acted on and reflected in assessment plans and reviews. 8. Have overall management in the escalation and step down of cases in alignment with LB Haringey Guidance on need thresholds and Children's Social Care professionals. 9. Develop and implement policies and procedures to ensure cases are regularly reviewed, have clear exit strategies, and are closed where appropriate, quality assuring practice. 10. Provide professional expertise and guidance to Locality Managers and Senior Family Support Workers to set targets for Locality teams and individual team members, relating to the management and delivery of family support work. 11. Undertake a management review and audit of cases as and when required.

12. Establish and quality assure a Team Around the Family approach – with team members taking on the role of Lead Professional as required, and lead/challenge other professionals to deliver agreed actions towards targeted outcomes.
13. Develop effective working relationships with other professionals, including managers in education, health, community safety, housing and the voluntary and community sector- to oversee the coordination and delivery of partnership approaches.
14. Work with Locality Manager to strengthen partnership working in localities and embed Early Help Assessments.
15. Critically assess the delivery of training, support and advice to other professionals in localities, to improve the quality and professionalism of support provided to families, including consistent delivery of early help services and assessments across Haringey.
16. Develop an effective and responsive Haringey Early Help Outcomes Framework by ensuring team processes, procedures and practitioner tools evidence the impact of early help and track changes in families' outcomes.
17. Establish, oversee and quality assure the identification and monitoring of families, meeting criteria for Haringey's Families First programme.
18. Take a proactive approach to own professional development making the most of opportunities to develop new skills, knowledge and experience.
19. Prepare high quality reports to strict deadlines (for example risk of harm incidents or court proceedings) and maintain detailed case documentation files with evidence of decision-making processes and statutory safeguarding actions.
20. Perform any other duties as may be reasonably required within the scope of this role/grade.
21. Adhere to and implement safeguarding information sharing and risk assessment protocols within Adults and Children and Young People's Services, communicating risks/ issues early and taking account of personal safety and the safety of others.
22. Work within and implement LB Haringey's Information Sharing Protocol.
23. Work within the policies and procedures of LB Haringey with particular reference to issues of confidentiality and equal opportunity.

Generic Responsibilities	
1.	Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2.	Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3.	Knowledge and experience of using IT.
4.	To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
HPCP Qualification (DIPSW/CQSW)	E
Knowledge of policy, practice and legislation relating to children's social care and safeguarding and child protection	E
Project management and quality assurance approaches	E
Comprehensive knowledge and understanding of a range of issues (e.g. Mental Health issues, ASB/ crime issues, domestic violence, substance abuse etc.)	E
Experience of establishing overseeing and quality assuring high performing services for children, young people and families	E

Experience line managing practitioners to deliver excellent outcomes for families, children and young people	E
Delivering effective performance management, including experience of managing challenging individuals.	E
Completion of appraisals and personal development plans	E
Sharing/disseminating skills to other professionals	E
Key working in collaboration and partnership with a range of teams, services and agencies.	E
Managing effective relationships with a range of partners to ensure positive outcomes for families	E
Whole family needs assessment and support planning; completing family assessments and intervention plans	E
Working directly with families, children and young people from diverse backgrounds to deliver improved outcomes	E
Understanding and implementing safeguarding and child protection identification and procedures	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>Senior Family Support Worker/ Youth Support Worker</p> <p>Family Support Worker/ Youth Support Worker</p> <p>Families, children and young people in Haringey.</p> <p>Practitioners, managers and staff in the Early Help and Prevention service.</p> <p>Other professionals working with families, children and young people in localities.</p> <p>Children's centres and schools.</p> <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check. Ability to work flexibly outside 9.00am to 5.00pm office hours including evenings and weekends when needed to meet the needs of families. Compliance to Health and Safety at Work, Data Protection and other statutory requirements.</p>

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
	x			
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes		Use of a computer.	Yes	
Audio typing.	Yes		Crisis or conflict situations.	Yes	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	Yes		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Yes		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	Yes		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability: