

Job Profile

Position Details	
Post	Team Manager – Targeted Response
Service Area	CYPS/Early Help & Prevention Service/Targeted Response Team
Reports to	Service Manager/ or Head of Service
Grade	PO7
Job Family	To be completed by HR

Role Purpose
<p>This post has the following objectives:</p> <ul style="list-style-type: none"> • Improve outcomes for vulnerable children, young people and families in Haringey. • Successfully develop, establish, oversee and quality assure the Targeted Response Team and new integrated ways of working. • Oversee the delivery of intensive, flexible and effective family support and youth support interventions to prevent escalation of need and reduce demand for statutory services, including for young people on the edge of care. • Lead on the development and establishment of the Targeted Response Team. • Oversee the quality and provision of effective targeted family and youth support for families with Children In Need and/ or Child Protection Plans where additional targeted support is requested as part of the plan. • Manage a multi-agency team of specialist workers within the targeted Response Service, ensuring that they have a key role in developing the confidence and skills of the workforce across Early Help in areas including mental health, domestic abuse and substance misuse. • Successfully establish, oversee and quality assure the Targeted Response Team and new integrated ways of working. • Ensure children and young people are safeguarded by identifying and addressing child protection issues and concerns with colleagues as appropriate.

Main Responsibilities
<p>This post has the following main duties and responsibilities:</p> <p>Assessing need and planning support</p> <ul style="list-style-type: none"> • Ensure high quality assurance of accurate assessments using a range of agreed assessment tools, with young people and their families. • Lead and oversee arrangements for quality assurance the delivery of early help assessments and outcome focused support plans with families and other professionals, which identify individual needs of all family members and family dynamics.

- Ensure arrangements are in place to 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.

Working with families

- Establish, embed and quality assure planning and delivery of needs-led structured interventions in partnership with other colleagues and agencies that address the risk factors young people and families present.
- Quality assure management and delivery 1:1, group work and structured programmes in a range of community based settings.
- 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).
- 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.
- 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.
- Ensure practitioners work persistently to empower, challenge and support families to achieve goals, providing practical ‘hands on’ support, and building families’ resilience.
- Oversee team arrangements for processes and procedures to ensure views and feelings of children, young people and families about past present and future are explicitly reflected in assessment plans and reviews.
- Ensure necessary 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.

Case management

- Oversee and quality assure the escalation and step down of cases in alignment with LB Haringey guidance on need thresholds and Children’s Social Care professionals.
- Establish case management policies and procedures to ensure cases are regularly reviewed, have clear exit strategies, and are closed where appropriate, quality assuring practice.
- Work with Service Manager and Senior Targeted Support Workers to set targets for team and individual team members, relating to the management and delivery of family support work.
- Establish and quality assure regular supervision, review and audit of cases as and when required.

Working in partnership

- 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.
- Establish, develop and maintain 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.
- Work with Service Manager to strengthen partnership working in localities and embed Early Help Assessments.
- Establish and quality assure the delivery of consultancy, 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.

Leading Targeted Response Team

- Work with the Head of Service, in managing the development of the service ensuring it continues to improve and responds to changing need.
- Work with other managers to ensure practice in the service is of the highest standards and that performance information is readily available, analysed and used to inform current and future working practices.
- Develop professional expertise and contribute to the development of policy and procedures in certain practice areas and offer training workshops and other learning and development opportunities to the service and others as required.
- Ensure that all expenditure on cases is properly authorized and recorded and that cases with financial packages are regularly monitored and reviewed.
- Embed 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.
- Oversee and quality assure the identification and monitoring of families meeting criteria for Haringey's Families First programme.

Oversee and quality assure individual and group supervision.

- Take a proactive approach to own professional development making the most of opportunities to develop new skills, knowledge and experience.
- Prepare high quality reports to strict deadlines when required (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.
- Perform any other duties as may be reasonably required within the scope of this role/ grade.

Meeting statutory requirements

- 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.
- Work within and implement LB Haringey's Information Sharing Protocol
- Work within the policies and procedures of LB Haringey with particular reference to issues of confidentiality and equal opportunities.

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.

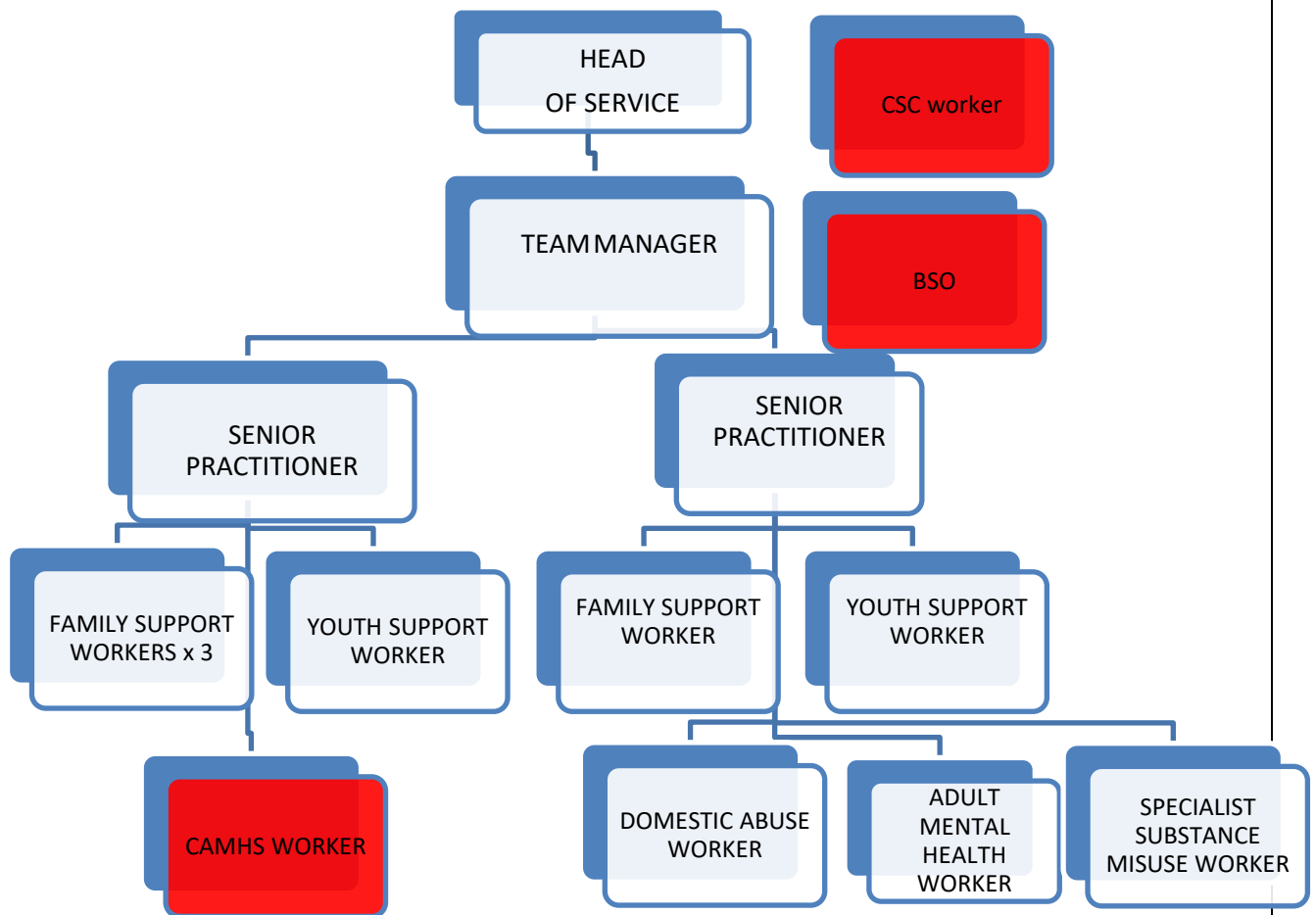
Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Qualifications Social work qualified.	E
Experience Can demonstrate experience of the following:	E
• Establishing, overseeing and quality assuring high performing services for children, young people and families.	E
• Line managing 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

<ul style="list-style-type: none"> Managing effective relationships with a range of partners to ensure positive outcomes for families 	E
<ul style="list-style-type: none"> Whole family needs assessment and support planning; completing family assessments and intervention plans. 	E
<ul style="list-style-type: none"> Working directly with families, children and young people from diverse backgrounds to deliver improved outcomes. 	E
<ul style="list-style-type: none"> Understanding and implementing safeguarding and child protection identification and procedures. 	E
Knowledge	
Can demonstrate knowledge of the following:	
<ul style="list-style-type: none"> Policy, practice and legislation relating to children's social care 	E
<ul style="list-style-type: none"> Project management/ change management approaches 	D
<ul style="list-style-type: none"> Quality assurance approaches 	E
<ul style="list-style-type: none"> Evidence based practice for children, young people and/ or families 	E
<ul style="list-style-type: none"> Equality and diversity issues 	E
<ul style="list-style-type: none"> Context/ issues (and support available) for families with multiple needs 	E
<ul style="list-style-type: none"> Safeguarding and child protection legislation 	E
<ul style="list-style-type: none"> Comprehensive knowledge and understanding of full range of issues facing children, young people and/ or families including: <ul style="list-style-type: none"> Mental health issues Physical health issues Emotional wellbeing ASB/ crime issues Family functioning Domestic violence Substance misuse Housing issues Unemployment. 	E
Skills	
Can demonstrate the following skills:	
<ul style="list-style-type: none"> Leadership skills 	D
<ul style="list-style-type: none"> Performance management skills 	D
<ul style="list-style-type: none"> Project management skills 	D
<ul style="list-style-type: none"> Strong interpersonal skills 	D
<ul style="list-style-type: none"> Ability to build rapport with children, young people and/ or families 	D
<ul style="list-style-type: none"> Analytical and reflective skills 	D
<ul style="list-style-type: none"> Strong verbal and written communication skills 	D
<ul style="list-style-type: none"> Time management and organisation 	D
<ul style="list-style-type: none"> Planning 	D
<ul style="list-style-type: none"> Problem solving 	D
<ul style="list-style-type: none"> Negotiation skills. 	D
<ul style="list-style-type: none"> Basic IT skills. 	D

Competencies	
Can demonstrate the following core competencies:	
• Leadership: Can motivate, challenge and inspire individuals and teams to deliver excellent results through collaborative approaches.	E
• Action focused: Task focused and goal orientated, able to motivate self and others to deliver challenging targets. Able to maintain momentum and overcome barriers to success.	E
• Solution focused: Takes a solution focused approach to delivery of all areas of work.	E
• Assertive: Able to work assertively and persistently to provide the necessary level of challenge and support to others.	E
• Flexible: Willing to use flexible and practical approaches to get results finding proactive, creative solutions to problems (e.g. non-engagement).	E
• Collaborative: Works well as part of a team and able to lead, motivate and coordinate others to deliver results.	E
• Responsive: Able to quickly understand the needs and issues experienced by families and find the right solutions and interventions in response.	E
• Understanding: Able to build trust and rapport by delivering on stated commitments and showing empathy.	E
• Awareness and self-reflection: Able to openly review, appraise and discuss own performance and that of others, to improve performance.	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> 1. Families, children and young people in Haringey 2. Practitioners, managers and staff in the Early Help and Prevention service 3. Other professionals working with families, children and young people in localities 4. Children's centres and schools <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>

Organisational Structure



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
		yes		
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.			Crisis or conflict situations.	Yes	
Walking more than a mile.			Manual handling.		
Working alone or in isolation.			Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.		

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

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
No
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:
No
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:
No
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:
No
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:
No
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: