

Job Description



Social Services Department

Post Title	Family First Team Leader		
Post Number	Fixed Term	Grade	Scale 6 Fixed Term until 31 st March 2017
Base	Community Hub Integrated Children's Centre	Hours of Work	37
Car User Allowance	Casual	Disclosure	Enhanced
Contact	Ruth Parry Tel. 01495 355584	Updated	September 2013

Principal Job Purpose

Responsible to: Families First Operational Manager

Responsible for: Managing the Integrated Children's Centre (Community Hub base) in Ebbw Vale and the Families First Team based within the Hub

Principal Accountabilities

1. To manage a multi agency team which will include staff from other statutory and voluntary agencies.
2. To drive, direct and supervise a team of Families First Support Workers.
3. To manage the Community Hub buildings as part of the Authority's ICC provision.
4. To work with key anti poverty projects to design and deliver the Families First outcomes at individual group, family and community level.

5. To work with key partners within universal, specialist and community services to develop a range of bespoke, responsive services for families with additional needs, which will contribute to improvements in the following indicators:
 - reduction in referrals to social care;
 - raised attendance levels;
 - raised attainment levels;
 - reduction in youth offending rates; and
 - reduction in families living in poverty.
6. To facilitate the work of the Families First disability team within the Community Hub to ensure a fully inclusive delivery model.
7. To work with other agencies to develop, deliver and coordinate services for the locality area that are responsive to local need, and make best use of pathways and referral mechanisms.
8. To assist in the delivery of high quality training provision for all agencies working within the Families First / Team around the Family provision.
9. To lead on the development and implementation on agreed aspects of service delivery to meet client needs which may include:
 - tackling worklessness;
 - improving parenting and developing parent's skills;
 - tackling basic skills deficits and referring appropriately;
 - encouraging play and family activity;
 - debt and financial management;
 - supporting education agenda by assisting in initiatives to raise attendance and attainment;
 - tackling health issues, including sexual health; and
 - delivery of motivational programmes, e.g. STEPS, motivational interviewing, etc.
10. To contribute to the Families First delivery model elements including Incredible Years, Parentline Plus, Mindbuzz, PX2, C Card, etc.
11. To contribute to data collection that effectively monitors the effectiveness of service delivery within Families First, with a focus on outcomes and value for money (based on an Results Based Accountability (RBA) approach).
12. To work collaboratively with external partners to draw down funding to support services.
13. To be available to work in the evenings and weekends in order to meet the families needs.
14. To ensure that all aspects of project work include participation with children, young people and their parents.

15. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
16. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Supervisor

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
<ul style="list-style-type: none"> A relevant professional qualification in Early Years, Health, Education, Play, Youth Work or a related field. 	Essential	✓			
<ul style="list-style-type: none"> A relevant degree. 	Desirable	✓			
<ul style="list-style-type: none"> Having attended the training to deliver Webster Stratton Incredible Years Basic Parenting Programme/STEPS/Motivational Interviewing 	Desirable	✓			
Other experience					
<ul style="list-style-type: none"> Experience of delivering parenting courses or related parent support/ STEPS 	Essential	✓	✓	Task	
<ul style="list-style-type: none"> Experience of multi-agency partnership work. 	Essential	✓	✓	Task	
<ul style="list-style-type: none"> Monitoring and evaluation experience. Including understanding of RBA approach. 	Essential	✓	✓		
<ul style="list-style-type: none"> Experience of working with “hard to reach” families. 	Essential	✓	✓	Task	
<ul style="list-style-type: none"> Experience of project management, including managing a budget and other resources, including undertaking staff supervision. 	Essential	✓	✓		
Knowledge/Skills					
<ul style="list-style-type: none"> A sound working knowledge of legislation, guidance and standards related to support services for children, young people and their families. 	Essential	✓	✓		
<ul style="list-style-type: none"> Appropriate skills needed to promote the Families First Initiative to all relevant stakeholders. 	Essential	✓	✓		
<ul style="list-style-type: none"> A knowledge of the Common Assessment Framework and Team Around the Family model. 	Essential	✓	✓	Task	
<ul style="list-style-type: none"> An excellent working knowledge of child protection procedures, information sharing and tiers of 	Essential		✓	Task	

intervention.					
• Ability to engage parents and children.	Desirable	✓	✓	Task	
• Demonstrable leadership skills, necessary to co-ordinate and inspire a large and diverse team of partners.	Desirable	✓	✓		

2. Special Requirements	Essential	Desirable
• Full driving license and access to a car for work purposes.	✓	
• Organisational abilities, including ability to manage conflicting priorities, plan and organise tasks and meet deadlines.	✓	
• Ability to speak Welsh		✓

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude				✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team				✓
	Ensures equality & diversity issues are integral to service delivery				✓
	Recognises when it is necessary to take a firm but appropriate line				✓

	Supports & encourages good work-life balance in the team				✓
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Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives		✓		✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance				✓
	Challenges poor performance appropriately				✓
	Is positive about improving the service and identifies potential benefits for the citizen				✓
	Consults team and others, inside and outside the organisation, for improvement ideas				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication			Task	✓
	Communicates positively and respectfully				✓
	Checks others' understanding				✓

	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions			Task	✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service				✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together			Task	✓
	Promotes and contributes to partnerships to continually improve services for the citizen			Task	✓
	Networks effectively internally and externally				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service		✓		✓
	Ensures team is focused on serving the citizen as the first priority		✓		✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery				✓
	Is positive about the organisation and the community it serves				✓