



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Head of Service, Advice, Support and Help	Grade: MG3
Section: Children and Families	Directorate: Children’s Services
Responsible to following manager: Deputy Director – Children’s Services	Responsible for following staff: MASH Referral and Assessment (RAS)/ Brief intervention Service
Post Number/s:	Last review date:

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This is a Head of Service leadership role working specifically for Wandsworth Children’s Services although the post holder will be employed under the terms and conditions of the Shared Service Agreement. The role requires a high level of responsiveness to the needs and expectations of Wandsworth Council.

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The overall purpose is to establish and embed specialist, intensive, targeted services for children and families, which work alongside statutory and early help services, in order to reduce the number of children coming into care and to support children and young people returning home from care. In order to succeed at this level, a high level of drive, stamina and political sensitivity are required, along with the ability to thrive within a complex environment, foster

effective teamwork, help others achieve their maximum contribution and set standards for continuous improvement.

This post is responsible for the strategic leadership and effective delivery of specialist multi-agency and multi-disciplinary services for children and families. The aim of the services managed by this post is to provide leadership for the whole system in identifying children who may be in need and identified as requiring assessment. The postholder will work closely with colleagues across the council and in the wider partnership to ensure children are kept safe.

This post will work with Heads of Service in the Children's Services Directorate to ensure services for children and families are identified, their needs appropriately assessed, and plans identified for them.

The post will also ensure effective performance management of the service to ensure improved outcomes for children and young people. The intention is to develop and lead the service to become a best practice example of innovative work with children and families.

Specific Duties and Responsibilities

1. To provide strong leadership for the service based on a clear vision for the service, clarity of standards and outcomes to be achieved.
2. To have lead responsibility for the strategic development, planning and delivery of the MASH and RAS/Brief intervention Service for children's services ensuring an effective co-ordinated offer for these families is in place.
3. To establish, embed and provide senior leadership for the MASH.
4. To have operational management oversight of assessment practice across the Division in partnership with the Deputy Director for Children's Services.
5. To provide line management to the Service Manager for MASH & RAS/Brief intervention Services and work with them to ensure they provide an effective service to children and families in Wandsworth.
6. To lead and develop innovative approaches to manage demand across the system and ensure the MASH and RAS/Brief intervention system is able to effectively cope with pressures.
7. To work with colleagues in other services to reduce the need for children to enter care.
8. Ensure that where children do enter care their permanency planning is effective and where they need to return home this is done safely

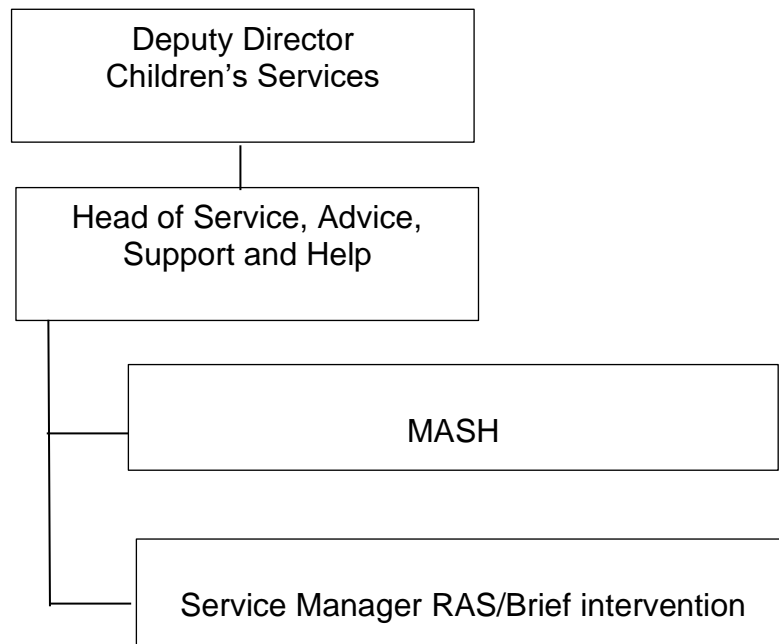
9. Maintain up to date detailed knowledge of legislation and national policy and to ensure both the divisional management team and the service are briefed on changes. This will include the duties and responsibilities arising from the Children Act 2004 and Care Planning, Fostering and Adoption Regulation and Guidance in relation to young people looked after.
10. To have lead responsibility for ensuring the service operates in a way which safeguards children and is fully compliant with “Working Together to Safeguard Children” and the London Child Protection procedures.
11. To ensure that key relationships and business processes are in place to improve outcomes for children and families.
12. To ensure the service meets both national and local performance and quality indicators in an effective and timely way.
13. To ensure services deliver value for money, within budgets and are evidence-based.
14. To ensure that services are rigorously evaluated in terms of quality and outcomes and that they continuously improve and are provided in response to children’s and young people’s needs.
15. To monitor the safeguarding responsibilities, performance and training of staff.
16. To undertake training including child protection training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
17. To plan and manage programmes of change and projects designed to improve service outcomes.
18. Set up systems to ensure that the service responds appropriately to: correspondence, Councillors’ or MP’s enquiries, complaints, and requests for reports including Committee reports.
19. Be available out of office hours to give advice and guidance to officers in emergencies.
20. To promote a culture of safe practice, transparency and good communication.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people and vulnerable adults.	
Knowledge of (and experience of operating) relevant legislation and statutory guidance, including; <ul style="list-style-type: none"> • Working Together to Safeguard Children • London Child Protection Procedures. 	

<ul style="list-style-type: none"> Care Planning Regulations 	
Knowledge of research, government policy and strategy in respect of services for children and young people, including specialist services and edge of care services.	
Able to assess and manage risk associated with complex matters related to casework, financial, policy and strategic decisions using legal advice as appropriate.	
Experience	
Substantial experience of management within children's social care services.	
Substantial experience of the operation of key statutory processes and the operation of child protection procedures.	
Experience of developing, embedding and managing new teams or projects within a children's social care environment	
Experience of delivering best practice in relation to young people who are at risk	
Skills	
Able to provide strong leadership and clear vision; to inspire and motivate staff	
Able to manage individuals and teams through change	
Able to establish effective partnerships (in terms of strategic planning and operational service development) with statutory and non-statutory organisations and agencies, children and carers.	
Able to manage organisational and practice change and to lead and manage projects effectively and overcome obstacles	
Able to establish, develop and manage effective multi-agency / disciplinary working	
Able to control and forecast budgets and achieve value for money in service planning and delivery	
Able to think and plan strategically and analyse complex information and/ situations effectively.	
Able to demonstrate initiative, self-motivation and strong management practice in driving good outcomes and continuous improvement	
Able to lead and manage a large staff group of multi discipline professionals and establish an integrated approach to service provision for children and families on the edge of care	
Qualifications	
Social work qualification	
This post will require registration with Social Work England.	
To have kept up to date with research and best practice, evidenced through substantial professional development.	

A – Application form / CV

I – Interview

T – Test

C - Certificate