



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Team Manager	<b>Grade:</b> PO4-PO5
<b>Section:</b> Early Help Division	<b>Directorate:</b> Children’s Services Directorate
<b>Responsible to following manager:</b> Cluster Lead	<b>Responsible for following staff:</b> Senior Early Help Practitioner Early Help Practitioner
<b>Post Number/s:</b>	<b>Last review date:</b> May 2019

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

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.

The borough's Early Help Offer is delivered through three THRIVE Wandsworth clusters. Each cluster is made up of three teams with a focus on :  
Early childhood and Early learning, Young people and Family support and SEND and Inclusion.

#### **Job Purpose**

The Team Manager will lead the work of one of the teams that together make up the borough’s THRIVE Wandsworth Clusters. Clusters will be made up of 3 teams with a focus on early childhood and early learning; children, young people and family support, SEND and Inclusion. Teams will be made up of multi-skilled professionals with expertise in one or more of the priority areas, early childhood and early learning, parenting and whole family support, adolescents and contextual safeguarding, SEND

and inclusion, domestic violence and abuse, mental health and well being. Early Help Clusters will provide services for families with children from 0-19 and up to 25 with SEND. The Team Manager will lead a team of staff to deliver level two interventions by applying the theory relating to adverse childhood experiences, restorative practice, and multi-modal approaches and ensure that a level one programme of activities are designed to develop pro-social relationships, emotional regulation, positive risk taking and resilience. Also to lead staff from the team and from a range of partners in health, education, voluntary sector services and the community to deliver the programme from Children's Centres, schools and other community sites across the cluster. The Team Manager will ensure that the quality of the work undertaken is of a consistently high standard and that the voice of the family and child are central to all the work that is undertaken.

### Specific Duties and Responsibilities

1. To lead and manage a Senior Practitioner and up to 5 other staff including Early Help Practitioners this will include:
  - a. Regular, structured supervision sessions in accordance with departmental procedures
  - b. Ensure that work undertaken by the team complies with the professional standards expected within the department and accords with relevant procedures and practice guidelines as set out in the Wandsworth Guide to Early Help Process and Child Protection Procedure and the Children Act 1989 and 2004.
  - c. Day to day management responsibility for the delivery of the Early Help Offer across the cluster.
  - d. Regular quality assurance through case audits, practitioner observation, robust application of evaluation tools and monitoring and responding to data reports.
  - e. Keep up to date with current research and experience from other agencies and borough and use this to feed into the broader strategic development across the Early Help Offer.
  - f. Ensure that staff undertake appropriate training, induction and make full use of the Early Years, Social Academy and corporate training offers.
  - g. Maintain appropriate registrations and be responsible for ensuring there is a safe working environment.
2. To lead on the effective delivery of level one activities and level two intensive interventions and to ensure that the work of the team takes a whole family approach to assessment, planning and review that ensures family are leading on and setting goals that will bring long term change for their family and help themselves to be independent and thrive.
3. To challenge and problem solve with professional networks when agreed objectives are not being met within the plan for the family.

4. To lead on improving the active participation of parents, children, family members and the communities you work with to contribute to the development and improvement of the Early Help Offer.
5. To lead on the management oversight and quality assurance of the workflow from universal providers via EHITS or from the Early Help Pathway following a contact through IPOC or as a step down following an intervention by Children's Specialist Services.
6. To ensure that all information systems and case records across the team are of high quality and are up to date; support good practice and maintain a focus on positive outcomes for children and their families.
7. To work in partnership and closely liaise with colleagues from other agencies in the statutory, voluntary and community sectors to ensure we are working in a collaborative way, sharing information that is appropriate, proportionate and timely to ensure the best and most effective services for children and families.
8. To lead within the cluster in developing links with partners from school, health, voluntary and community services, and to support the joint planning and delivery of services within the cluster.
9. To contribute to the development and implementation of policies and procedures for the relevant service area.
10. To ensure that your line manager is kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
11. To lead the investigation and response to complaints from children, relatives, carers and partners.
12. To support staff in working flexibly across a range of sites and settings, delivering sessions in the evening and at weekends as required.

#### **Progression to PO5**

13. To act up in the absence of the Cluster Lead, and to attend strategic meetings as required in their absence.
14. Lead on a specific area of responsibility that will be determined by the Early Help Division Senior Management Team.
15. To co-ordinate with THRIVE Team Managers in the other cluster on the specific area of responsibility to ensure this is understood and be actioned in each cluster.



16. To Lead on Safeguarding within the cluster and ensure that all staff understand, are compliant and have the appropriate training.

17. To Lead on the diversity and equality agenda in the cluster, and to ensure that all staff understand and have the appropriate training to support a non-judgemental approach to the work and service that are offered.

### **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.

### **Additional Information**

N/A

### **Team structure**

For the current structure please go to The Loop.

## Person Specification

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<b>Section:</b> Early Help Division	<b>Directorate:</b> Children's Services Directorate
<b>Responsible to:</b> TRHVE Cluster Lead	<b>Responsible for:</b> Senior Early Help Practitioner Early Help Practitioners
<b>Post Number/s:</b>	<b>Last Review Date:</b> May 2019

### 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)
<b>Knowledge</b>	
Systematic knowledge and understanding of Children Act 1989 and 2004; including awareness of current national policy drivers, legislation, affecting children's social care. Up to date knowledge of current legislation, eg Working Together 2015, Health and Social Care Act 2012, Munroe and new evidenced-based research.	A I
Applied knowledge of key guidance and evidence based practice in safeguarding children, including the statutory duties of the local authority	A I

and the wider professional community; and a proven track record of integrating this into own practice, service delivery and partnership working.	
An excellent understanding of the tiered approach to the provision of services for children and families. This includes an understanding of Safeguarding of Vulnerable Adults and Children in relation to the work of the Council, professional partners and the wider voluntary and community support services.	A I
An excellent understanding of working with a diverse community and of the need to be non-judgemental and open and solution focused with families	A I
An excellent understanding of children's development in the first 1001 days and across their developmental stages and the impact of familial and non-familial factors on this.	A I
Demonstrate an understanding of the Council's equal opportunities policy in respect of service delivery, community, families and staff	
<b>Experience</b>	
Extensive management experience in early years, early help, education, targeted services, or health / social care.	A I
Extensive experience of leading a staff team including recruitment, supervision, work and case work allocation, assessment and professional development needs	A I
Experience of leading on the delivery of evidence based approaches to achieve improved outcomes for children and families.	A I
Experience of supporting and managing work that involves risk within the community in order that workers are supported to carry out their work safely and effectively.	A I
Experience of ensuring work is recorded and evidenced to demonstrate impact for children, young people and families.	A I
Experience of working in a multi-agency setting including the direct support of a wide professional network to work together with families to plan, review and improve outcomes for children.	A I
<b>Skills</b>	
Adapt to new models of team working and innovation and develop applied skills in a range of early help support approaches and methods particularly risk assessment, SMART planning, coaching and whole family working.	A I
Ability to communicate effectively and present complex information, including clear and concise reports to senior managers and partnership groups. This includes the ability to communicate effectively with both adults and young people.	A I
Develop and sustain effective partnership working with other professionals, services and agencies including working collaboratively with partners in needs assessment, service planning and delivery.	A I
Ability to use initiative and work autonomously but report to senior management where there are issues or concerns.	A I



Interpret management information and performance data effectively in order to identify issues and develop service solutions.	A I
<b>Qualifications</b>	
Educated to a degree level in an appropriate field e.g. health, education, youth services, early years or social care	C
Demonstration of continuing professional development and how this has informed practice.	A I C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**