



Head of Service for Families and Communities

Job Description

Job Title: Head of Service for Families and Communities	Grade: MG3
Section: Children and Families	Directorate: Children’s Services
Responsible to following manager: Assistant Director – Families and Communities	Responsible for following staff: Children in Need Teams Edge of Care Team
Post Number/s: CCYP01	Last review date: May 2020

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. 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.

Job Purpose

This post is responsible for the strategic leadership and effective delivery of safeguarding and children in need services for children and families. The objectives of the services managed by this post is to ensure children are safe and prevent the need for children to be taken into care. The post holder will be responsible or oversight of care proceedings and decisions to accommodate children.

This post will work with Heads of Service in the Children and Families Division and the Assistant Director for Children’s Social Care to ensure services are delivered in line with statutory guidelines. They will work closely with the Head of Quality Assurance to ensure good practice standards are adhered to. They will also work closely with the colleagues in early help services



and that effective step up and step-down arrangements are in place. The postholder has a key strategic role in improving partnership working to safeguard children.

The post has responsibility for Child in Need Teams and the Edge of Care Service. It is also responsible for supporting the Assistant Director in their strategic oversight of children who are missing and at risk of exploitation.

The postholder will drive practice improvement and be a strong practice leader. They 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 helping to embed the Family Safeguarding Approach.

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 safeguarding and children in need services for children and families ensuring an effective co-ordinated offer for these families is in place.
3. To establish, embed and provide senior leadership to ensure children are safeguarded in Wandsworth.
4. To have operational management oversight of missing and child exploitation practice across the Division and provide strategic oversight on child exploitation and missing, in partnership with the Assistant Director for Children and Families.
5. To develop the Family Safeguarding Approach in Wandsworth with partner and colleagues..
6. To have oversight of decision making to accommodate children, commence care proceedings and make decision about children leaving care and rehabilitation.
7. To work with colleagues to ensure children looked after have permanency plans in place and that these are secured in a timely manner.
8. 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.
9. 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.
10. To ensure that key relationships and business processes are in place to improve outcomes for children and families.



11. To ensure the service meets both national and local performance and quality indicators in an effective and timely way.
12. To ensure services deliver value for money, within budgets and are evidence-based.
13. 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. Promote a learning culture in the organisation.
14. To monitor the safeguarding responsibilities, performance and training of staff.
15. 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.
16. To plan and manage programmes of change and projects designed to improve service outcomes.
17. 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.
18. Be available out of office hours to give advice and guidance to officers in emergencies.
19. To promote a culture of safe practice, transparency and good communication.

Generic Duties and Responsibilities

1. To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
 2. To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
 3. 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
 4. 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.
 5. To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
1. 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

Current 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 –

1. taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
2. continuously seeking better value for money and improved outcomes at lower cost
3. focussing on residents and service users, and ensuring they receive the highest standards of service provision
4. taking a team approach that values collaboration and partnership working.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
1. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people. and vulnerable adults	
2. 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. • Care Planning Regulations 	



3. Knowledge of research, government policy and strategy in respect of services for children and young people, including specialist services and edge of care services	
4. 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 of exploitation or are missing	
Experience of leading service improvements and making effective and sustained change.	
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 professionals and establish an integrated approach to service provision for children and families through the Family Safeguarding Approach	
Qualifications	
Social work qualification	
This post will require registration with Health Care Professional Council (HCPC).	
To have kept up to date with research and best practice, evidenced through substantial professional development.	

A – Application form



I – Interview
T – Test
C - Certificate