

Role Title: Family Support Team Manager
Salary: PO4
Location: Bradford
Report to: Service Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

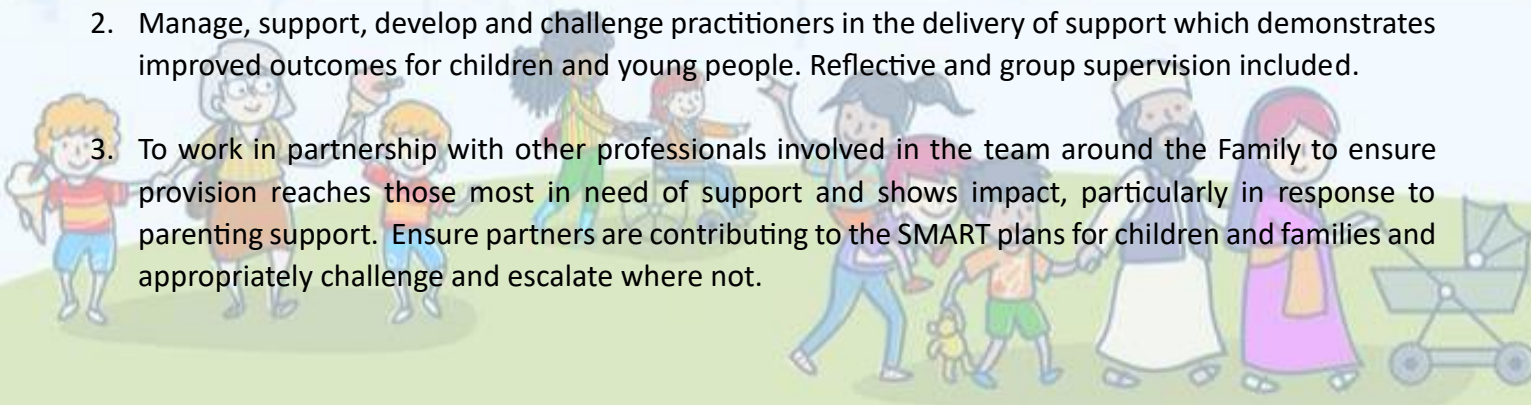
Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Job Overview

1. To oversee the practice development, quality assurance and delivery of prevention and early help services, in particularly Family Support, by ensuring that high quality and effective whole family support is provided. The families will often present with complex and multiple needs. This may also involve targeted support to children and families subject to child in need, child protection plans and court processes.
2. Manage, support, develop and challenge practitioners in the delivery of support which demonstrates improved outcomes for children and young people. Reflective and group supervision included.
3. To work in partnership with other professionals involved in the team around the Family to ensure provision reaches those most in need of support and shows impact, particularly in response to parenting support. Ensure partners are contributing to the SMART plans for children and families and appropriately challenge and escalate where not.



Main Duties and Responsibilities

1. To manage a team of Family Support Workers who are undertaking assessments, delivering direct work with parents/carers and children and leading Team around the Family meetings.
2. To be responsible for ensuring that statutory, best practice and reporting requirements are met, with particular reference to safeguarding children and vulnerable adults.
3. Manage and support staff to ensure high quality of assessment of need of families and support plans are undertaken and reviewed in particular in relation to families with multiple and complex needs.
4. Evidencing improved outcomes for children and families through the intervention delivered.
5. Working with all agencies including internal services to ensure families are received the right support at the right time.
6. Managing the timely triage and allocation of families to staff ensuring all approaches used are evidenced based.
7. Effectively allocate and manage staff resources using case management, review and allocation systems, to ensure that all cases have smart, outcome focused support plans that are regularly reviewed to avoid any drift.
8. Support/manage staff to deliver a quality service using formal and informal supervision, group supervisions, learning circles, staff training, appraisal, induction, team development sessions, chairing staff meetings.
9. Routinely quality assure and audit case records, assessments, plans and documentation to ensure that practice standards are being met and to support staff development and appraisal. Participating in and observing front line practice when required.
10. The monitoring and management of team performance using performance management information and tools to ensure that performance against local and national targets and agreed practice standards are achieved and maintained. To report back to the Service Manager around performance issues and agree solutions.
11. To contribute to the design and delivery of early help and family support services and other relation services e.g. family help, reforms, leading and managing district wider service-related projects.
12. To promote and ensure effective engagement of stakeholders & service users in service planning, delivery and evaluation, policies and procedures and implementation of services.
13. Remain up to date and compliant with all relevant legislation and adhere to organisational procedures, policies and professional codes of conduct in order to uphold a high-quality seamless service. To create an environment that has flexible approaches and adapts to reforms.
14. Identify own continuing professional development needs and strive to meet these.
15. Model restorative practices and quality approaches and lead practice across the district.
16. Represent the service at forums, meetings, panels and events relating to the provision of service and partnership working.
17. To oversee development of the delivery of effective family support packages designed to assist families to reach their own goals and aspirations through joint working within a multidisciplinary framework.
18. To maintain records and manage data related to service delivery and outcomes in conjunction with Service Manager and create reports on request.



19. To be responsible for liaising and supporting effective TAF partnerships through referral process and signposting to other services.
20. To support partners to embed the Early Help Assessments ensuring smooth transition for children.
21. To oversee the quality of family meetings, modelling effective practice as necessary and mediation sessions when necessary which may be out of hours, providing an “on call” for out of hours workers for telephone advice and support and to ensure health and safety protocols are followed.
22. Provide staff wellbeing supervision and ensure support is in place where needed adhering to council policies. Manage HR issues with the consultation and guidance of HR and Service Manager.
23. Undertake relevant staff management including recruitment, progression, capability and absence in line with Corporate and Departmental policies and procedures.

About You

We are looking for applicants who can demonstrate that they meet the following requirements:

Education

Successful candidates will need an NVQ 4 (prior to 2011) or Diploma 5 in Health & Social Care, (Children & Young People) or a Level 5 Management qualification or an equivalent service-related degree qualification.

Experience

- The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above.
- Must have recent experience of working with vulnerable children, young people and families in need to support sustained improvements. This experience must have been in relation to working in a supervisory work role (not just case management) of students, volunteers or paid staff including co-ordination and allocation of work tasks to others.
- Must have recent experience in chairing meetings with professionals and family members on a regular basis.



Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks. An DBS check might be requested.

We are an equal opportunities employer.

