

**Bradford Children and Families Trust
JOB PROFILE**

DEPARTMENT: Children's Services	SERVICE GROUP: Specialist Services
POST TITLE: Early Help Gateway Team Manager	REPORTS TO: Service manager
GRADE: PO6	SAP POSITION NUMBER:

The following information is furnished to help BCFT staff and those people considering joining the Bradford Children and Families Trust to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post
To be part of a multi-agency management team within the integrated front door, ensuring that early help and prevention is prominent and an integral part of the service.

Competency Based Job Profile Early Help Gateway Team Manager – Integrated Front Door

To have strong expertise in early help and understand the importance of intervening early in the life of a problem. The postholder will be at the forefront of service delivery, leading a team of early help gateway officers and liaising with social workers on a daily basis. Early Help will be the first point of call to ensure families receive the right support at the right time.

To ensure that families receive the right support, at the right time, from the right service, providing high support and high challenge to professionals working with children and families and supporting the wider partnership in navigating services and pathways.

To be instrumental in understanding and supporting the wider early help system and driving the multi-agency responsibility within this the integrated front door

Main Responsibilities of Post

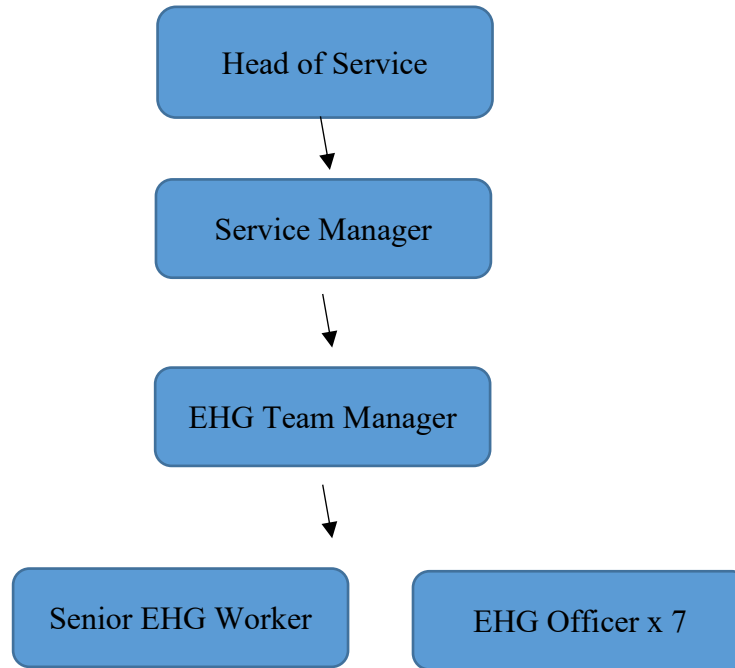
- To work as part of the integrated front door management team, working closely with the existing management team and embedding early help in the front door.
- Manage a team whose primary responsibility is to triage and ensure that families receive a preventative and early help service to prevent an escalation into statutory services.
- To encourage, support and challenge across the wider partnership in embedding shared responsibility for the Early Help Assessment, and ensuring shared visibility of concerns.
- Support high quality, evidence-based practice, ensuring that the service facilitates high support and high challenge conversation. To enable colleagues and team members to take accountability and make decisions providing advice and guidance when required.
- Effectively allocate and manage staff resources using case management, review and allocation systems, to ensure that all families receive a timely response.
- Drive good quality consistent practice and where necessary participating in front line practice alongside observing the practice of others using the information to respond to service plans. around practice issues.
- Support and develop key relationships, both internally and externally including with other teams and agencies supporting children and families. Proactively work with the Family Hubs, Early Help co-ordinators and the voluntary sector to support timely decision making and early help interventions.
- Provide management oversight considers identification of risk, level of risk (both immediate and longer term) and make decisions related to the appropriateness of Early Help locality intervention/partner intervention within timeframes.

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- To embed the Early Help Strategy, supporting and holding to account the wider partnership to take an active role in providing early help to children and families.
- To lead and manage a team, responding appropriately to employment related matters through a coaching and restorative style of management, providing both high challenge and high support.
- Undertake all elements of staff management including recruitment, progression, capability and absence in line with Corporate and Departmental policies and procedures.
- Be responsible for the supervision and appraisal of individual workers to ensure that professional standards of practice are met and that continuous professional development takes place and is embedded and recorded.
- Monitor and manage team performance using performance management information and tools to ensure that performance against local and national targets is achieved and maintained.
- 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.
- Be responsible for financial decisions and spending following the departmental guidelines and ensure that there is an effective recording and monitoring system in place for auditing purposes.
- Provide critical reflection, challenge and evidence-informed decision-making in complex situations for children on behalf of the Trust, in line with delegated decision-making authority. Support others in developing these capabilities and finding their own solutions.
- Promote positive approaches to diversity and identity within the team and across the department, providing guidance and challenge as required. Implementing policy developments and decision-making in line with the overall Service.
- To undertake all duties commensurate to the nature and level of the post at initial place of work or at any other venue. To be responsible for the health and safety of staff, ensuring that statutory requirements are adhered to.

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Structure:



Special Knowledge Requirement: Essential for shortlisting. <i>See Appendix A for Professional Capabilities Framework for Social Work (PCF)</i>	
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column	
	Essential
Level 5 qualification e.g. Post Graduate Certificates and Diplomas with extensive experience in the relevant specialist area and other related areas of work, or a wider range of areas Or Evidence of the equivalent level of knowledge gained through work experience	x
Due to the Government's Fluency in English Duty for posts where employees speak directly to members of the public, the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public, (e.g. in children's centres) – where the person is able to demonstrate that they can during the interview: a) Express themselves fluently and spontaneously, almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language.	x
Highly developed communication skills with the ability to communicate effectively orally and in writing and effectively gather information, in complex and high risk situations and model and help others to develop communication skills.	x
Highly developed interpersonal skills with proven influencing and negotiating skills	x
Current knowledge of all relevant legislation, policy and guidance including Supporting Families, Working Together 2023 and Stable homes, built on love	x

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Knowledge and understanding of local and national policy in relation to Children and Young People's services.	x
Knowledge and experience of safeguarding issues.	x
Knowledge of auditing processes and experience of auditing work to ensure compliance with statutory requirements.	x
Utilising a range of ICT systems and applications	x
Ability to be a team player within the context of service operational structure as well as ability to work on own initiative	x
Ability to develop and maintain positive working relationships with peers, practitioners and managers	x
Ability to give clear concise and constructive advice to team members regarding complex cases	x

Relevant experience requirement: Essential for shortlisting
Have at least 5 years experience of working within an Early Help arena with extensive knowledge related to the Early Help Assessment and planning process; and its key service delivery areas and expectations.
Having an understanding of the conversational based approach at the integrated front door
Substantial experience of working at managerial level, including managing a team within a service including staff supervision.
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.
Experience of acting in an advisory/consultative role with respect of Early Help and Family Engagement, Early Help Assessment and/or policy areas.

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Experience of leading Early Help triage functions and training the wider workforce on Early Help approaches (e.g. Team Around the Family.)
At least five years previous experience of multi-agency working.
Experience of implementing service developments and transformation.
Core Employee competencies at Manager level
Carries Out Performance Management – covers the employees' capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work.
Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.
Management Competencies
Operates with Strategic Awareness Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do.

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Delivering Successful Performance Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.
Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.
Working Conditions
Must be able to work evenings, weekends and bank holidays as required by the needs of the service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.
Special Conditions
No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance Enhanced DBS check required. The post holder is required to have a useable car available at all times or as advised by the line manager. The post is designated Casual Class 1 Car User status for the better performance of the duties for which the HMRC rate is payable.

Compiled by: Khizer Iqbal Date: 25 th June 2024	Grade Assessment Date:	Post Grade:
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