

## Job Description

Job Title Lead IFD Manager

Job number CCC2295

Grade P5

### Overall purpose of the job

The role reports to the Head of Service, Intergrated Front Door and Assessment Service Peterborough and acts as the deputy to the Head of Service. The service should contribute to improving the outcomes for children by developing partnership working etc, managing diverse sevicees across two local authorities. The job has a significant role in working collaboratively with professionals from other disciplines who may be involved in supporting the child, their family and community.

This will be achieved by adopting a highly collaborative approach that ensures internal and external resources work together to identify and deliver a range of services to appropriately meet need.

This role will provide expertise to ensure good practice is identified and shared and that there is county wide consistency where appropriate. To provide specialist advice internally and externally and provide authoritative advice and guidance.

Manage and ensure that all services are planned and delivered in a cost-effective, integrated way that meets policy and quality requirements.

Actively engage with partner authorities and in particular Peterborough to identify and implement opportunities for integrated working arrangements.

### Main accountabilities

<b>Main accountabilities</b>	
1.	<p><b>Leadership and Management</b></p> <p>To be the Deputy to the Head of Service and cover their responsibilities in the absence of the post holder. In this role working to ensure that the IFD Service has an integrated, inclusive approach in all that it undertakes.</p> <p>Provide leadership and advice to the Managers within the department, using technical expertise and informed judgement to deliver successful outcomes. Ensuring that all managers within the IFD Service have a strong grasp of social care accountabilities and can work well with both Social Work qualified and alternatively qulaified colleagues in the wider Children's Service.</p> <p>Lead the Social Care Service within the IFD Service to fulfil the Council's statutory obligations and be responsible for the quality of the services delivered.</p> <p>Identify and deliver service improvements to continuously balance the demand for</p>

	<p>service delivery within the resources available.</p> <p>Model the values and principles that underpin high quality practice by leading by example having a clear understanding of a practitioner’s perspective.</p> <p>To organise work processes to deliver efficient, on time on budget monitoring and control to agreed quality standards working closely with members of the finance team. With agreed devolved accountability from the Head of Service, have responsibility for budgets and ensure monitoring to avoid overspends.</p> <p>Identify potential efficiency savings within the service and recommend action to realise these in order to maintain continuous service improvement.</p> <p>To lead, manage and develop a team that delivers services to children and families as part of an integrated IFD Service through working collaboratively across both Peterborough and Cambridgeshire. Ensuring that there is the capacity and capability within the team to deliver the programmed commitments.</p> <p>To plan, manage and monitor the use of available financial, physical and human resources making efficiency savings and/or negotiating and securing additional resources where possible aligning the use of resources with the strategy to meet demand.</p> <p>Advise on high level complex and contentious issues which could potentially have profound implications for the Council.</p> <p>Ensure their professional development, so that they have the necessary confidence and skills and are committed to the provision of high-quality services. Lead staff to meet service quality and performance targets.</p>
2.	<p><b>Service Delivery</b></p> <p>Ensure that the service provides an effective service that meets legislative requirements to ensure effective planning, delivery and performance of the full range of services provided.</p> <p>Ensure that children are safeguarded, and that the service provides interventions which combine risk management and a systemic or social learning theory approach.</p> <p>Develop and review policies, processes and practice standards to ensure there is a co-ordinated approach to the running of the service.</p> <p>Drive the development of integrated practice within and across teams and services, for the benefit of children, young people and families..</p> <p>Ensure the effective operation of the service against government national standards.</p> <p>Ensure that advice, support and challenge to partner organisations is timely, high quality, appropriate and evidence based.</p>

	<p>Ensure that policies and systems are in place to inform and receive feedback from service users, partners, stakeholders and employees and take appropriate action for continuous improvement.</p> <p>Develop and implement improvement plans which effect business transformation and improve outcomes for children, young people and families based on performance data.</p> <p>Ensure effective service integration and work closely with other senior managers in functions across the Council to ensure that service planning and delivery is coherent, effective and integrated and represents best possible use of resources.</p> <p>Manage four teams within IFD that include MASH, Adult EDT and Childrens EDT and the MET HUB .</p>
3.	<p><b>Strategic Development</b></p> <p>To lead on the development of organisational strategies, translating them into a series of clearly defined policies, protocols, plans and processes that are financially and operationally sustainable.</p> <p>Develop, contribute to and deliver against strategies in relation to safeguarding children through management of volume of contacts in partnership with the Customer Service Centre and work with partner agencies, adherence to principles of threshold application to ensure right families at the right level of intervention, compliance with statutory responsibilities for investigating cases of significant harm through co-ordination of complex abuse investigations and to deliver coherent and high quality service to children and young people who are at risk due to going missing, being exploited or being trafficked.</p> <p>Work with colleagues across the Council and externally to contribute to an environment that drives continuous improvement and long term change.</p> <p>To collaborate with internal and external partners and multiple agencies in service development to achieve improved services and provide specialist advice.</p> <p>Oversee the response by a range of services to complex, contentious or controversial cases and alert the Head of Service, Service Director, Executive Director and portfolio holder/s to critical issues and risk so that appropriate advice can be sought and speedy, positive resolutions can be achieved.</p> <p>Present proposals to Elected Members at committee level.</p> <p>Provide a lead role in strategic board meetings.</p>
4.	<p><b>Partnership Working</b></p> <p>Establish and maintain effective partnerships and working relations with external</p>

	<p>organisations to achieve integrated planning, and delivery of services that aim to address the needs of vulnerable children, young people and their families.</p> <p>Establish, implement and monitor agreements with key partners to maximise the potential of the service to improve all outcomes for children and families.</p> <p>Take a strategic lead and represent the County Council, developing effective relationships with key partners and stakeholders including elected Members, police, housing associations, schools, voluntary and community sector, District and Parish Councils and the Local Safeguarding Children Board.</p> <p>Seek opportunities to develop integrated practice to ensure the best possible use of resources, reduction of demand on other more specialist services and improving outcomes for children and young people.</p>
5.	<p><b>Risk Management</b></p> <p>Take responsibility for the management of risk, providing professional judgement and advice to members, senior management and service delivery teams in respect of serious or highly complex cases.</p> <p>Ensure all team members hold safeguarding as a priority and manage risk accordingly.</p> <p>Respond to Elected Members and provide information and advice in relation to service delivery, and sensitive cases as appropriate.</p> <p>To ensure appropriate security and confidentiality of all information in relation to children, families and any other business of the service.</p>
6.	<p><b>Budget management</b></p> <p>Be responsible and accountable for the effective use, monitoring and reporting of the IFD budget. Ensure resources are allocated to areas of need and provide robust quality assurance for all budgets associated with service delivery.</p> <p>Ensure the team is creative and uses innovative responses to address need, ensuring the cost effective management results in the right service.</p>
7.	<p><b>Quality Assurance</b></p> <p>Deliver effective performance management through use of data, quality assurance of work and effective management and development of staff.</p> <p>Review and appraise the relevance, reliability and integrity of information and make recommendations for continuous service improvement.</p>
8.	<p><b>Decision Making and management</b></p>

	To act as decision maker on case that are within MASH to ensure that appropriate action is taken to safeguard children
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## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification,	Degree level in a range of professional backgrounds.  Social Care qualification  HCPC registered	Essential
Evidence of recent and relevant professional development		Essential
Higher Degree; Masters degree; Bachelor's degree + qualification; NVQ level 5 or equivalent; including all chartered professions and post-graduate qualification in management		Desirable
	Management qualification	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
	Significant expertise acquired through working at a middle management level in the social care sector	Essential
	Previous experience of developing services and understanding of strategic capacity	Essential
	In depth knowledge and understanding about current policy and awareness of imminent policy change	Essential
	Detailed understanding and awareness of current legislation in relation to children	Essential
	An up to date and practical knowledge of safeguarding issues with the ability to give appropriate and timely advice and signposting to the appropriate services	Essential
	Detailed technical knowledge about how to monitor and demonstrate impact and outcomes through quantitative and qualitative means and how to analyse and evaluate information critically	Essential
	A robust and practical knowledge base about how to achieve effective multi agency and multi-disciplinary practice in a way that improves outcomes for children and families	Essential

	A good understanding of the commissioning process and how it can be used to improve outcomes for children and families	Essential
<b>Skills</b>		
Leadership skills	Proven leadership skills including the ability to set a vision and direction that all can understand and relate to and turn that vision into practice. A proven track record of having achieved that successfully	Essential
Numeracy and literacy skills	Ability to write complex reports to influence and achieve the desired outcome	Essential
Strategic thinking	The ability to look beyond the detail and to identify wider strategic solutions and make the connection with other service and strategic developments.	Essential
Change management	A proven track record of effective change management which has delivered improved outcomes for children and families and an ability to manage change and uncertainty	Essential
Influencing skills	The ability to inspire confidence and credibility with a wide range of individuals at different levels in an organisation/ partnership.  The ability to develop effective and collaborative relationships with colleagues and partners that result in effective shared use and deployment of resources.	Essential
Communication skills	High level communication skills and an ability to adapt style and approach to a wide range of audiences  Ability to present information to a wide range of audiences	Essential
Project, time management and prioritisation	High level skills in setting priorities, identifying milestones and managing time for self and team to ensure that targets are achieved	Essential
People management	Excellent people management skills and track record of effective people management including performance management  Ability to motivate a team and make decisions for the service	Essential
Report writing	Experience of pulling data together and writing reports.	Essential
Resilience	Ability to manage own Personal Resilience	Essential
Training skills	Experience and skills in delivering professional development and training to a multi-agency audience	Desirable
Participation	A practical knowledge and understanding about how to increase participation by children and families in developing and designing services	Desirable
<b>Experience</b>		
Partnership working	Extensive experience of partnership working	Essential

### Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	<b>Enhanced with barred list checks</b>

**Work type**

What work type does this role fit into?	Fixed	<b>Flexible</b>	Field	Home
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