

## Job Description

**Department:** People and Communities Directorate

**Division/Section:** Children's Services, Early Help

**Job Title:** Supporting Families Deputy Lead Officer

**Post No:**

**Grade:** 11

**Reports to Post No / Title:** Supporting Families Lead Officer

**Line Management responsibility for:**

**CRB Check applicable?**

Standard  Enhanced  None

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes  No

**Organisation Chart:**

Size of budget – Accounting for up to £300K (PCC Supporting Families budget)

**Job Purpose:** To support the Lead Officer in delivering the national Supporting Families Programme (formerly known as Troubled Families) across both Peterborough and Cambridgeshire.

**Description prepared by:** Karen Moody

**Date:** 7<sup>th</sup> June 2021

**Description agreed by postholder:**

**Date:**

**Authorised by Director:** Wendi Ogle-Welbourn

**Date:**

### 1. Duties specific to the role of Supporting Families Deputy Lead Officer:

1. To support the Lead Officer for the strategic and operational responsibility for producing Information Sharing Agreements for all partner agencies providing data for the programme, liaising with partner agencies and securing their sign-up of the agreements
2. To support the Lead Officer for the responsibility for the compliance and information governance of the programme to ensure it complies with the Governments Financial Framework.
3. To support the Lead Officer for the strategic and operational responsibility for producing grant agreements for all agencies receiving funding through the programme and ensuring these are signed and dated for each current financial year

4. To support the Lead Officer to monitor the delivery of interventions and projects as agreed through grant agreements and service level agreements to ensure that targets agreed are delivered on, outcomes are recorded and reported back in accordance with the Peterborough City Council and Cambridgeshire County Council Outcomes Plan.
5. To support the Lead Officer to maintain and update the Peterborough City Council and Cambridgeshire County Council Outcomes Plan in accordance with the Department for Communities and Local Government Financial Framework.
6. To support the Lead Officer to liaise with internal audit on the development and changes to the Outcome Plan
7. To support the Lead Officer to have a clear understanding of commissioned services and ensure that these are targeted appropriately to address the needs our most vulnerable families
8. To support the Lead Officer in identifying gaps in provision that will inform the commissioning process and re-shape service delivery.
9. To support the Lead Officer to establish and maintain effective working relationships with commissioned, statutory and voluntary agencies to ensure a high standard of service and support to vulnerable families
10. To support the Lead Officer to support partner organisations in checking and responding to data requests and requests for progress reports
11. To support the Lead Officer to develop and embed a performance culture that delivers results through rigorous and open challenge, personal accountability, disciplined execution and continual improvement.
12. To support the Lead Officer with the strategic and operational lead for the marketing and communication plan needed to support the delivery of the Supporting Families programme.
13. To support the Lead Officer to liaise with Peterborough City and Cambridgeshire County Council media / marketing team in producing relevant communication products for both internal and external use.
14. To support the Lead Officer to ensure partners are fully engaged in the delivery of the programme and are supported and trained to provide progress data on the programme
15. To actively promote and support partners to actively engage in the use of Outcome Star or other similar tools as a change management and progress measurement tool as part of the programme
16. To contribute to the collecting and analysis of data for the Supporting Families programme
17. To contribute to the tracking of families on the Supporting Families Programme
18. To provide performance management information to the Lead Officer and contribute to reports as appropriate.
19. To stand in for the Lead Officer in respect of the Supporting Families programme as appropriate.
20. To represent Peterborough and Cambridgeshire at regional meetings
21. To deliver reports and presentations on the Supporting Families agenda to a wide range of audiences as appropriate
22. To gather and build on good practice from other Local Authorities and partner organisations
23. Demonstrate awareness / understanding of diversity and equality in relation to service delivery and development, as other people's behavioural, physical, social and welfare needs.

**Generic duties and responsibilities of Early Help Co-ordinator that are also applicable to this post:**

**2. Leadership**

1. As part of the Supporting Families Programme, to lead on the continuing effective engagement in Early Help, identifying opportunities for improvement and driving through change where it is beneficial to do so
2. Ensure the Early Help process is developed to ensure individual needs are met within the context of the diverse populations of both Peterborough and Cambridgeshire.
3. To influence and implement change and improvement through skilled negotiation with appropriate colleagues

**2. Partnership Working**

1. To liaise with key stakeholders including children's centres, schools, education, health service, police, housing, young people's service, children's social care, voluntary sector.
2. To form robust working partnerships with internal and external services and agencies to develop and sustain an integrated approach to delivering services for vulnerable children, young people and their families.
3. To work in partnership with other team members to ensure a common approach for integrated processes across Peterborough City, Cambridgeshire County and cross-border where relevant.
4. Through partnership working promote the necessary change in professional practice across all sectors to improve the use of the Early Help Assessment.
5. To represent the Early Help Service on relevant boards and bodies, prepare and deliver appropriate presentations and provide staff and team briefings as required.
6. To participate fully in the development and maintenance of effective liaison and co-operation with the local community, community groups, other Local Authorities, agencies and non-statutory organisations.

**3. Advising and Supporting**

1. To provide comprehensive professional and consistent advice and support around Early Help encouraging the use of the Effective Support for Children and Families document and the planning of subsequent interventions.
2. To support a process of cultural change and to promote a positive approach and ethos of multi-disciplinary working to achieve an integrated service for children, young people and their families
3. To work closely with Children's Social Care in implementing and supporting step-up and step-down procedures to ensure a seamless transition of support to improve outcomes for the child, young person and family.
4. To work closely with managers and staff of children's specialist services and partner agencies to develop appropriate pathways to support plans around a child to ensure a coherent whole system approach.
5. To ensure swift action is taken in referring to appropriate services where risk of significant harm is identified.

6. To provide advice in respect of changes in legislation, national and local trends as they relate to Early Help
7. To communicate effectively with Members of the Council and other colleagues and respond appropriately in a timely manner to requests for information.

#### **4. Workforce Development**

1. To identify and promote innovative ways of working to up-skill the universal and targeted services workforce to enable a more flexible, knowledgeable, experienced and confident response to families needs
2. To develop, deliver, evaluate and review relevant training packages and resource material provided to the children's workforce in Peterborough and Cambridgeshire, including face to face and eLearning material.
3. To provide advice, support and guidance, coaching and mentoring to practitioners taking on the role of lead professional To participate in relevant research and development opportunities

#### **5. Developing and Promoting Good Practice**

1. To disseminate relevant information to practitioners to enhance the delivery of integrated processes and tools.
2. To promote the routine involvement of young people and their families in planning and delivery of services to meet their needs
3. To contribute to the development of good practice in Information Sharing within own locality and across Peterborough.
4. To develop a good working knowledge of services across Peterborough and Cambridgeshire and identification of appropriate resources which support children, young people and families.
5. To maintain and update current knowledge on legislation, council policies and procedures, practice guidance notes and good practice.
6. To research good practice in other local authorities and use this to inform developments locally
7. To contribute to regional and national Early Help initiatives by representing Peterborough and Cambridgeshire as appropriate

#### **6. Quality Assurance**

1. To undertake the collection, analysis and monitoring of data through the design and implementation of a performance management and evaluation framework.
2. To maintain management information systems and produce regular reports in accordance with business needs including identifying trends and proposing solutions where problems are identified.
3. To contribute to the evaluation and monitoring of outputs and outcomes from integrated processes and early intervention support including outcomes for individual children, young people and families.
4. To liaise with service users as appropriate, ensuring feedback of service user experience is gathered, analysed and used to inform service improvement.
5. To produce statistical information relating to trends and indicators of need in order to prioritise and support future working practice

6. To produce regular reports and updates on the impact of Integrated Processes early intervention support and report this back to the children's workforce at all levels to use this information to support the strategic planning of children's services across Peterborough and Cambridgeshire

**7. Other duties**

1. To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.
2. To comply with all Health & Safety at work requirements as laid down by the employer.

**Flexibility Clause:**

Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:**

This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible Peterborough City Council reserves the right to make changes to your job description following consultation.

## Person Specification

**JOB TITLE:** Supporting Families Deputy Lead Officer      **POST NO:**

**SCALE:**      **DEPARTMENT:** People and Communities Directorate

**DIVISION:** Children's Services, Early Help      **DIRECTOR:** Wendi Ogle-Welbourn

**DATE:** 7<sup>th</sup> June 2021      **COMPLETED BY:** Karen Moody

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]*

|                               | <b>ESSENTIAL CRITERIA</b>  | <b>DESIRABLE CRITERIA</b>  |
|-------------------------------|--|--|
| <b>KNOWLEDGE</b>              | <ul style="list-style-type: none"> <li>• Knowledge and understanding of the national Supporting Families agenda</li> <li>• Knowledge and understanding of Every Child Matters agenda, relevant legislation and child protection procedures. (A/I)</li> <li>• Knowledge of children and family assessment frameworks. (A/I)</li> <li>• Knowledge and experience in the use of integrated processes and tools to identify and support children, young people and families requiring additional support in order to improve outcomes.(A/I)</li> <li>• Knowledge of partnership working and how to engage a wide range of partner agencies in change processes. (A/I)</li> <li>• Well developed knowledge and understanding of the role and purpose of early intervention processes and their application in relation to safeguarding children and young people (A/I)</li> <li>• Practical knowledge of the framework for the Continuum of Needs (A/I)</li> <li>• Competent working knowledge of common ICT software applications including office 365 and willingness to learnt the Liquidlogic EHM system (A/I)</li> </ul> | Knowledge of Health and Safety Legislation (A)   |
| <b>SKILLS &amp; ABILITIES</b> | <ul style="list-style-type: none"> <li>• Ability to work across agencies, challenge existing working practices and to suggest appropriate changes. (A/I)</li> <li>• Able to innovate and to help introduce new approaches to deliver children's services. (A/I)</li> <li>• Ability to work on your own initiative, to think laterally and to problem solve.(A/I)</li> <li>• Ability to broker solutions between agencies. (A/I)</li> <li>• Ability to work with tact and diplomacy. (A/I)</li> </ul>   | Ability to consult with children, young people and families to bring about improvement to services (A/I) |

|                       |  |  |
|-----------------------|--|--|
|                       | <ul style="list-style-type: none"> <li>• Ability to motivate others and take decisions. (A)</li> <li>• Highly developed interpersonal skills (A/I)</li> <li>• Excellent oral and written communication skills, coupled with good listening skills (A/I)</li> <li>• The ability to communicate with a wide range of audiences in a variety of settings including delivery of presentations and briefings (A/I)</li> <li>• Ability to work flexible hours in a variety of locations / settings. (A)</li> <li>• Ability to monitor outcomes, achieve targets, evaluate projects and report results.(A/I)</li> <li>• Ability to manage a delegated budget as agreed by the Team Manager (A/I)</li> <li>• Good personal organisation, including IT skills and time management. (A/I)</li> <li>• Ability to directly engage vulnerable and sometimes challenging families in early help assessment and support services</li> </ul>   |  |
| <b>EXPERIENCE</b>     | <ul style="list-style-type: none"> <li>• At least 3 years post qualifying experience or 5+ years in-depth experience (A/I)</li> <li>• Experience of working in multi-agency and multi-disciplinary settings (A/I)</li> <li>• Experience of successful partnership working involving facilitating change. (A/I)</li> <li>• Experience of working with other partners and agencies in developing and implementing joint initiatives.(A/I)</li> <li>• Experience of establishing monitoring and evaluation systems and processes (A/I)</li> <li>• Experience of leading / chairing meetings. (A)</li> <li>• Experience of designing, delivering training in a multi-agency setting. (A/I)</li> <li>• Experience of monitoring and evaluating the effectiveness of training plans and programmes. (A/I)</li> <li>• Experience of working as part of a team including defining a common purpose, sharing information and working under pressure towards targets (A/I)</li> <li>• Experience of working directly with children and families</li> <li>• Experience of budget management and monitoring</li> </ul> |  |
| <b>QUALIFICATIONS</b> | <ul style="list-style-type: none"> <li>• A relevant professional qualification in Social Care, Education, Health, Youth Work, Careers Guidance etc. e.g. DipSW, BEd, Registered</li> </ul>   | <ul style="list-style-type: none"> <li>• Evidence of ongoing professional development</li> </ul> |

|                               |   |  |
|-------------------------------|---|--|
|                               | Nurse, <b>or</b> NVQ Level 4 equivalent gained in setting associated with children or young people and families <b>or</b> equivalent level of relevant and previous experience (A)  |  |
| <b>PERSONAL CIRCUMSTANCES</b> | <ul style="list-style-type: none"> <li>• Able to work in a flexible manner to meet project schedules and deadlines. (A)</li> </ul>  |  |
| <b>EQUALITY</b>               | <ul style="list-style-type: none"> <li>• Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A/I)</li> </ul> |  |
| <b>CUSTOMER CARE</b>          | <ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care (A/I)</li> </ul>  |  |