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| **Department** | **Department of People**  |
| **Job Title** | **Head of Service: Children and Families in need of help and support** |
| **Grade** | **Grade M** |
| **Primary Purpose of Job** | **Lead the delivery of social work practice in complex child in need, child protection and court work** |
| **Reporting To** | **Assistant Director, Social Care** |
| **Staffing** **Responsibilities** | **Social work teams and managers** |

**Main Duties**

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| **1** | To actively plan and manage change within children's services, adopting an innovative approach to problem solving and service improvement. |
| **2** | To have a restorative strength-based approach to work with families and in building the workforce. |
| **3** | To effectively and efficiently manage budgets and report monthly to the Assistant Director about spend and areas of pressure. |
| **4** | Provide leadership across your service so that staff can flourish and practice in a respectful and non-judgemental way in genuine and honest partnerships with parents and children. |
| **5** | Identify and develop expertise and best practice in work with families who are struggling and those that are harmful and, share this throughout the service in supervision, quality assurance, direct observation, at service meetings and by celebrating success. |
| **6** | Have an unrelenting focus on the stability of the workforce and the quality of new recruits by using well tested safer recruitment methods. |
| **7** | Anticipate the future and make the most of the services we have, by creating an environment where integration is embedded, and change is welcomed and provides the best outcomes for children. |
| **8** | Understand and know the community you and your teams serve and make strong links with the schools, services, residents and community leaders who live and work there to promote children’s wellbeing and best outcomes. |
| **9** | Ensure that the service is focused on outcome and be able to show this through data and performance reporting, quality assurance and feedback from service users and other professionals. |
| **10** | To contribute to the development of the Children's Services Planning process, setting clear service-specific values, principles, objectives and targets on an annual basis. |
| **11** | To monitor and review the effectiveness of services provided and commissioned and to ensure that a strong focus on timely and effective outcomes for children and their families is maintained. |
| **12** | To support inspection preparation, peer review and annual review processes and attend Greater Manchester and North West events when required. |
| **13** | To be responsible for the annual planning and for the management, assessment, planning, delivery and commissioning of needs led, outcome -based services. |
| **14** | To establish and maintain information management and communications systems. |
| **15** | To manage, organise, support and maintain the use of information technology systems and software. |
| **16** | To analyse information in order to make informed, critical decisions, raise concerns and provide solutions. |

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| **Date Job Description prepared/updated:** | January 2020 |
| **Job Description prepared by:** | Bernie Brown |



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| **Department** | **department of people** |
| **Job Title** | **Head of Service: Children and Families in need of help and support** |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Ability to ensure effective and co-ordinated service delivery in line with child-focused and strength-based social work practice. | Application Form/ Interview |
| 2. | Evidence of systematic involvement and consultation with children, their parents, extended family/kin and/or carers in pursuit of meeting children’s needs and service development. | Application Form/ assessment /Interview |
| 3. | Ability to ensure necessary resources are available and allocated accordingly to ensure equitable service delivery. | Application Form/ Interview |
| 4. | Ability to lead by example, inspiring confidence and trust, tackling performance issues if they arise and creating an atmosphere of ‘can do’ and positive thinking. | Application Form/ Interview |
| 5. | Ability to set and prioritise realistic goals and objectives, ensuring a professional service is delivered whilst striving to ensure the development and sustained improvement of the service.  | Application Form/ Interview |
| 6. | Ability to work in and lead a range of different teams, including multi-agency, to achieve desired outcome of needs led service.  | Application Form/ Interview |
| 7. | Use a variety of management tools and techniques to analyse and address problems. Transfer learning and evidence-based practice to own area as appropriate. Encourage and promote networking. | Application Form/ Interview |
| 8. | A detailed understanding of legislation, regulations and statutory guidance relating to Children's Services. Ability to work confidently with legal services within the council and externally. | Application Form/ Interview |
| 9. | A sound knowledge of relevant childcare research, evidence-based practice in children’s social care, and the ability to implement best practice. This will include knowledge of solution focused interventions. Evidence of a high standard of written work and the ability to produce court statements and quality assure court work to the highest standard. | Application Form/ Interview/Test |
| 10. | In depth knowledge of Council objectives, the performance framework and departmental policies and procedures. | Application Form/ Interview |
| 11. | Understanding of partner agencies’ functions and responsibilities. | Application Form/ Interview |
| 12. | Ability to plan, prepare and manage projects, using appropriate project management tools. Leading, developing and monitoring activities, resources and plans, maintaining communication with project stakeholders, and providing solutions to project problems. | Application Form/ Interview |
| 13. | Ability to identify information and communication requirements, select, implement and monitor information management and communication systems. | Application Form/ Interview |
| 14. | To be responsible for chairing and participating in meetings as appropriate. | Application Form/ Interview |
| 15. | Ability to work within a performance management framework, understanding the relationship between performance and practice and seeking to achieve continuous improvement across service area. | Application Form/ Interview/Test |
| 16. | The ability to manage, organise, support and maintain the use of information technology systems and software. | Application Form/ Interview |
| 17. | To be responsible for the delivery of high-quality services by developing and implementing quality assurance systems, to monitor, maintain and evaluate the division’s performance, services and processes. | Application Form/ Interview |
| 18. | Deliver results, through collaboration, partnerships and work with groups in accordance with the organisation’s aims.  | Application Form/ Interview |
| 19. | Ability to use knowledge and understanding of the political context, processes and sensitivities to influence own approach to deliver outcomes, in particular developing a relationship with elected members. | Application Form/ Interview |
| 20. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Relevant professional social work qualification  | Proof of qualification |
| 2. | A minimum of 3 years management experience in Children’s Social Care including experience of managing field social work and child protection activity. Evidence of high quality court work and decision making experience . | Application Form |
| 3. | A relevant managerial qualification, a commitment to gaining a managerial qualification within 2 years or evidence of systematic training in management. | Application Form |
| 4. | Experience of successfully managing budgets, reviewing the generation and allocation of financial resources, and evaluating proposals for expenditure.  | Application Form/ Interview |
| 5. | Experience in obtaining and analysing the information needed for decision making and the ability to advise and inform others in taking critical decisions.  | Application Form/ Interview |
| **3. Work Related Circumstances** |
| 1. | The nature and demands of the post-holder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time | Interview |
| 2. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Application Form/ Interview |
| 3. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Satisfactory DBS Disclosure |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Extensive knowledge of legislation relating to children and families and the broader agenda of youth offending exploitation and disabilities. | Application Form/ Interview |
| 2. | Evidence of excellent written work and the ability to quality assure the work of others to the highest standard. | Application Form/ Interview |
| 3. | Significant experience of court proceedings including statement preparation and evidence presentation. | Application Form/ Interview |
| 4. | The ability to deal with complexity and remain calm and clear seeking advice and support when necessary. | Application Form/ Interview |
| 5. | The ability to reflect and reconsider decision making retaining a best interest approach at all times | Application Form/ Interview |
| 6. | Evidence of resilience | Application Form/ Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of managing change successfully | Application Form/ Interview |
| 2. | Post graduate qualifications | Proof of qualificatino |

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| **Date Person Specification prepared/updated:** | January 2020 |
| **Person Specification prepared by:** | Bernie Brown |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.