

SEFTON MBC

Designation:	Family Hub Manager	Grade:	I JE 4363
Reports to (Designation)	Operational Family Hub Manager		
Directorate:	Children and Young People	Section:	Early Help

Main Purpose of the job:

- To drive performance and practice through effective and consistent management oversight
- To be responsible for the day to day operation of the Family Hubs, ensuring they are welcoming, friendly places, with appropriate allocation of resources to respond to service needs and access to ICT and relevant equipment is available. To liaise and co-ordinate delivery from partners
- To contribute to developing and delivering a coherent service for children, young people (0 –19), their families and adults which engages, empowers and enables residents to take ownership of their own solutions and develop resilience through Family Hubs.
- To manage and co-ordinate the work of the family hubs across Sefton to ensure the provision of a high quality and effective service to children, young people, and families through multi-agency teams of professionals working together to support families.

Summary of Duties & Key Responsibilities

The Family Hub Manager will: -

- Support staff in family hubs by ensuring best practice service delivery through the provision of professional guidance, advice, support, and intervention to staff within the hubs in the management of their cases, ensuring they can identify the appropriate points at which to provide additionality, challenge and support.
- To identify and manage risk, both within case management and when families present at Family Hubs; taking into consideration and managing the escalation process.
- Work closely and collaboratively with partners and stakeholders to develop clear processes for assessing family needs and meeting these, through

adopting and championing a strengths based approach and through the delivery of interventions.

- Ensure staff in hubs are capturing family information on EHM including needs identified and outcomes achieved so that monitoring can be reported.
- Monitor and analyse performance information to ensure that the services provided are of an excellent quality and that family outcomes are being delivered. To utilise performance data to offer high support and challenge to drive improvement.
- Respond effectively and efficiently to complaints regarding service delivery.
- Where required, provide additional capacity to ensure the family hubs are always staffed.
- To promote and raise the profile of services, ensuring that all relevant stakeholders are aware of service provision, eligibility criteria and joint working protocols.
- To build and maintain effective partnership networks across Local Authority service areas to facilitate a multi-agency approach to meeting the needs of children, young people, and families.
- Working with partners across commissioned services, community, and voluntary sector groups to ensure families receive appropriate services to meet their needs.
- Ensure that children, young people and families' participation and engagement is promoted, and their views are actively reflected and considered in service delivery.
- To drive improvement in services using creativity and innovation as well as through monitoring and review, and effective performance and quality management.
- To embed trauma informed approaches and relationship based approaches with staff, families and partners.
- Be a key holder, liaising with premises staff and management team to ensure buildings are compliant with health and safety requirements

Supervision/Management of People

- To be an effective role model, demonstrating best practice
- Responsible for the direct supervision and management of Family Hub staff delivering front line services within the Hubs

- Ensure effective and regular supervision and appraisal takes place of staff, maintaining accurate recording and implementing conduct/capability action plans where necessary.
- Review and monitor Early Help Assessments and Plans made by Family Hub staff, ensuring that that staff achieve a high quality of work and record keeping of case files is in line with local and national standards and the requirements of inspection regimes.
- Facilitate effective communication between staff across hubs, including holding regular team meetings to ensure key messages are communicated to all relevant staff, and providing opportunities for staff to share examples of good practice across service areas.
- Provide professional guidance for all staff in family hubs.
- Set and review targets; monitor individual performance; provide guidance and direction; take appropriate management action to ensure the effective performance of all staff.
- Ensure that staff spend sufficient time on continuing professional development and through supervision and appraisal identify any training and development needs.
- Coordinate and meet the training and development needs of family hub staff.
- To be responsible for leading HR procedures related to all staff, including sickness absence and capability proceedings.
- To ensure that the health and safety of staff is given significant priority and that leadership is provided in ensuring that staff take responsibility for their own and others safety.
- Engender a positive, result focused working environment and lead focused groups / teams in targeted areas of work.
-
- To oversee the management of petty cash, issuing of vouchers and ordering of consumables

Case Management

- Manage a varied caseload, assessing and identifying levels of risk, vulnerability and need, and being accountable for case decisions based on professional judgement, Resident involvement, needs led assessment, critical reflection and in-depth analysis.
- Consider information from initial referrals, Early Help Assessments, assessments from other organisations including from Children's Social Care, making decisions regarding the possible services and interventions as well as

the stepping up of cases to Children's Social Care, to support the ongoing needs of the child, young person, and their family.

- Provide regular advice and guidance and decision making around cases to team members
- Where appropriate, escalate decision making around cases to Operational Family Hub Manager.
- Audit and review case files on a regular basis to ensure practice standards are met/exceeded. Take remedial action as necessary.
- Provision of information and reports on cases and the needs of service users to identify any gaps in service provision.
- Ensure all client information data is lawfully gathered, accurate, up to date and only divulged in accordance with the Data Protection Act and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Department facing court proceedings.

Partnership development and support

- Working together with the management team to lead the development of local networks to ensure families receive the support that meets their needs, including overseeing the co-ordination of this support and exploring more effective ways of working, influencing, and working with partner agencies to do so.
- To use own initiative to build and maintain effective partnership networks across Local Authority service areas to facilitate a multi-agency approach to meeting the needs of children, young people, and families.
- Working together with the management team to develop and continually monitor joint pathways with key partners, enabling families to benefit from continuity across services and a seamless provision of care.
- To influence strategic thinking across the Council around family support and intervention.

SPECIAL CONDITIONS

1. A car allowance mileage rate payable as appropriate.
2. The post holder will be expected to move between locality delivery points depending on the needs of the service
3. The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

(Amendment) (England and Wales) Order. For further information, please refer to [DBS filtering guidance at www.gov.uk/dbs](https://www.gov.uk/dbs).

4. Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.
5. Undertake, and participate in training, coaching and development activities, as appropriate
6. The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

All staff has a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the post holder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

Date November 2023
Designation Service Manager Early Help

Person Specification

Personal Attributes Required	Essential (E) Or Desirable (D)	Method of Assessment
<u>QUALIFICATIONS</u>		
<ul style="list-style-type: none">• Hold a management qualification or equivalent professional experience	E	AF/I
<ul style="list-style-type: none">• A recognised and relevant qualification to family support, health, education, social care, youth work or mentoring	D	AF/I

EXPERIENCE		
<ul style="list-style-type: none"> • Experience of working with hard-to-reach families and/or young people (those facing social exclusion, disadvantage, and disaffection) from deprived communities including those involved in risk taking behaviour or offending. 	E	AF/I
<ul style="list-style-type: none"> • Experience of developing and maintaining relationships across services and supporting them to work together to achieve coordinated responses to needs and achieve best outcomes for children and families. 	E	AF/I
<ul style="list-style-type: none"> • Experience of delivering services through a Trauma Informed Approach – being aware of Adverse Childhood Experiences (ACEs) 	E	AF/I
<ul style="list-style-type: none"> • Significant experience of working sensitively within a variety of contexts, and adapt the way you work where appropriate, demonstrating creativity in utilising different communication methods to engage various stakeholders, including young people, parents, teachers, and members of the community. 	E	AF/I
<ul style="list-style-type: none"> • Experience of building effective relationships with young people, and motivating and enabling young people who display high levels of anti-social behaviour to make positive changes in their lives. 	E	AF/I
<ul style="list-style-type: none"> • Experience of partnership working both internally and externally and embracing this where relevant to deliver services most effectively and efficiently. 	E	AF/I
<ul style="list-style-type: none"> • Experience of using different practice models and structured assessments to assess risk, needs and action plans with families and individuals. 	E E	AF/I AF/I
<ul style="list-style-type: none"> • Experience of negotiation and conflict management • Experience of working on own initiative within guidelines, planning, prioritising and organising work 		
KNOWLEDGE/SKILLS & ABILITIES		

<ul style="list-style-type: none"> • Working knowledge and understanding of relevant legislation including the Children and Families Act 2014, Children's Act 1989 & 2004, 'Working Together'; Framework for the Assessment of Children in Need and their families; Care Standards 2000, The Breaks for Carers of Disabled Children Regulations 2011, Equality Act 2010 	E	AF/I
<ul style="list-style-type: none"> • In-depth knowledge of case management methodologies, support planning, and the ability to formulate action plans 	E	AF/I
<ul style="list-style-type: none"> • A sound knowledge and application of safeguarding procedures for children and vulnerable adults. 	E	AF/I/P
<ul style="list-style-type: none"> • Knowledge of the needs of children and young people who have special educational needs and/or disabilities and the processes used to ensure they receive appropriate support. 	E	AF/I
<ul style="list-style-type: none"> • Knowledge and understanding of child development and well-being across 0-19. 	D	
<ul style="list-style-type: none"> • Significant knowledge and understanding of issues affecting children/young people and their families, particularly the impact of social and economic disadvantage and multiple disadvantages on motivation, culture, confidence and progression through education employment and training. 	D	AF/I
<ul style="list-style-type: none"> • Knowledge of whole family approach and solution focused practice. 	E	AF/I
<ul style="list-style-type: none"> • Knowledge of a wide range of methods used to develop personal and educational, mental health capabilities in children/young people and families to empower them and facilitate improved life changes. 	E	AF/I
<ul style="list-style-type: none"> • Understanding of national and local developments on good practice and evidenced based initiatives in relation to Health, education, social care, and family support. 	D	AF/I
<ul style="list-style-type: none"> • Knowledge of contextual safeguarding risks 	E	AF/I
<ul style="list-style-type: none"> • Knowledge of trauma informed practice and the impact of trauma on young people and their support needs 	E	I
<ul style="list-style-type: none"> • Able to demonstrate a track record of delivery of quality customer focused services making a positive difference to the lives of children and families. 	E	I
	E	AF/I

<ul style="list-style-type: none"> • Ability to communicate at all levels, negotiate, mediate, and build effective relationships with a wide variety of stakeholders • Able to demonstrate a track record of applying strong analytical skills and laterally thinking to develop creative and innovative service solution • Ability to set priorities, objectives and deadlines while maintaining a focus on the key service priorities/ accountabilities • Ability to support staff in engaging with children, young people, and parents from wide range of backgrounds, including those who are hard to reach and build rapport with families in challenging circumstances • Awareness of the wider needs of parents including their access to employment and any barriers which may prevent this. • Ability to create a positive working environment where people have the opportunity to reach their potential • Excellent decision-making skills • Ability to build relationships with a wide range of professionals and community partners. • Excellent organisational skills, including the ability to work to deadlines, work under pressure and manage a heavy workload and handle changing priorities. • Ability to demonstrate a high level of empathy across a range of users, be non-judgemental and build trust. 	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p><u>OTHER</u></p> <ul style="list-style-type: none"> • Satisfactory DBS check • Must be legally entitled to work in the UK • Evident commitment to personal continued Professional Development. 	<p>E</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>