



EARLY HELP TEAM LEADER

Reports to:	Team Manager		
Department:	Early Help & Social Care	Grade:	PO5
DBS Status:	Enhanced DBS required	Politically restricted:	No
Job Purpose:			
<ul style="list-style-type: none"> • Manage a team of Family Support workers or similar in order to improve outcomes for children and young people who require early intervention to prevent escalation to statutory services by working in partnership with colleagues in the Children and Young People department, the wider council, schools, police and voluntary and statutory agencies. • Engage in extensive partnership working across the council and external agencies to ensure delivery of appropriate support to families, with focus on families experiencing multiple disadvantage (Supporting Families Programme). • Take responsibility for contributing to service aims and principles as required by the MHCLG (Supporting Families Programme) and Brent Children's Trust. • Support senior management in securing the continuous development, improvement, efficiency and success of the Department as a whole and to ensure that services are delivered to the highest professional standards, meet key measurable objectives and operate within clear and up to date operational policies. • Interpret or assess families' needs, identifying trends, generating original ideas. Early Help Team Leaders will be responsible for managing the quality and professionalism of service delivery. • Contribute to service plans within the department to fit with broader functional and Council strategy. 			
Values			
<ul style="list-style-type: none"> • Collaborate proactively. • Lead inclusively. • Embrace change. • Be bold and curious. • Celebrate and share our success. 			
Job specific roles and responsibilities			
<ol style="list-style-type: none"> 1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council. 2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability. 3. Manage a customer focused service and the effective use of resources. 			

4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. To work closely with a budget holder ensuring effective budget management and ensuring value for money service deliver; supporting staff to work within appropriate financial regulations and procedures.
8. To support the delivery of the Supporting Families programme through direct management of a team of Family Support Workers and supporting partner agencies with related processes. This includes supporting professionals to take on the "lead worker" role and ensuring that relevant agencies provide regular and timely data/information to support the Payment by Results claims process.
9. To take responsibility for all HR functions of the team within the scope of Brent policies, including addressing performance appropriately.
10. To recruit, induct and support new members of the team, as well as provide formal and informal supervision to all Family Support Workers.
11. To adhere to Brent appraisal process and identification of training and personal development needs.
12. To ensure that assessment of service user needs forms the basis of individual care planning as well as the wider commissioning strategy.
13. To ensure the design, development and monitoring of innovative and culturally appropriate packages of support.
14. To ensure the effective allocation of work within the team, ensuring that high priority work is accorded the appropriate status as well as making certain that un-allocated work is safely managed. This includes collaborating with managers of other teams.
15. To take responsibility for ensuring cases are allocated at the right thresholds; risk is appropriately assessed and managed and caseloads are proactively monitored; reviewing intervention plans through supervision and ensuring assessments and reviews are within designated timescales.
16. To support the quality assurance of casework and interventions through case audits and dip samples.
17. To chair Team Around the Family meetings, and reviews and attend statutory strategy meetings and children in need conferences as required
18. Supporting the team to comply with the Supporting Families process in relation to identifying, planning and identifying families ready for Payment By Results claims, by ensuring oversight during supervision and consultation with the data team.
19. To take a lead in key service areas; reporting back to the whole service and producing reports as required.
20. To ensure the views of children, young people and their families are taken account of in-service delivery.
21. To establish and utilise effective management information and quality assurance systems to ensure that high standards of service delivery are achieved and performance targets are met, taking remedial action where necessary.
22. To contribute to the development and implementation of the annual service plan.
23. To be responsible for the development of effective working links between the team, service users, health, education, the voluntary sector and other sections within the council; and to bring about service transformation of early help services as required by MHCLG and Brent Children's Trust.
24. To support partner agencies (schools, health, PVI's and the voluntary and community sector) to complete Early Help assessments both as the referral tool and as part of

the lead worker role, to increase the number of EHA's completed by agencies beyond Early Help.

25. To work alongside Social Workers to ensure a seamless service for children, young people and their families with a continuum of need from some additional needs through to more complex needs requiring statutory intervention.
26. Working with the wider team to deliver multi-agency training including lead worker training, to partner agencies as required.
27. The post holder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with Service/Unit procedures and protocols and with Brent Council's Health and Safety Policy and all guidance, instructions and risk assessments. In particular the jobholder is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.
28. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
29. To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Abide by the council's information governance policies.
30. Due to the business needs of the service, this post requires commitment to flexible working, with some evening and weekend work.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Qualifications and Professional Membership requirements:

1. A relevant level 4 qualification in working with children – i.e. Social Care, Education, Early Years or Health.
2. Evidence of significant relevant Continuing Professional Development (CPD).

Knowledge and Qualifications

1. Knowledge of current national and local initiatives relating to working with complex and vulnerable families i.e. Supporting Families agenda.
2. A thorough knowledge of the legislation and guidelines relating to safeguarding.
3. Demonstrate an understanding and commitment to the needs of children 0-19 years old, their families or carers and understanding of normal child development including emotional development.
4. An understanding of Early Intervention principles and the research work of the Early Intervention Foundation.

Experience

1. Track record of achievement at a management level in a similarly large and complex organisation.

2. Experience of management and supervision of practitioners working in a similar field (youth, health, substance misuse, social care, early intervention).
3. Effectively providing support and supervision to staff in delivering outcome focused and cost effective assessments, support plans and services
4. The effective implementation of a performance management system and dealing with the poor performance of staff.
5. Experience of involving service user feedback to shape service delivery, including children and young people.
6. Significant experience of direct work with families who are experiencing multiple disadvantage, including an understanding of the impact of this on families.
7. Sound working knowledge of Safeguarding issues, Policies, Procedures and Managing Risk.
8. Working knowledge of the Early Help Assessment, Team Around the Family, Early Support model, Supporting Families approach (whole family working) and key worker role.
9. Good knowledge of services and resources for families.
10. Experience and knowledge of working within diverse communities
11. Experience of interagency working to support families
12. Experience of delivering evidence-based parenting programmes

Skills and Abilities

1. Manage people, performance and budgets.
2. Leadership and management skills.
3. Communicating and influencing skills.
4. Contribute to the longer-term development of the service area.
5. Ability to make decisions that optimise results
6. The ability to plan and deliver services efficiently
7. The drive and tenacity to achieve quality performance and to see a job or project through to final completion to the highest standard
8. Ability to motivate people to achieve high levels of performance by establishing goals and clarifying direction .
9. Able to analyse, interpret and present information effectively for action and decision making
10. Able to work in partnership with other agencies
11. Ability to manage difficult or high-risk casework
12. Able to develop oneself within the role
13. Able to cope with pressure in an appropriate manner
14. A collaborative corporate player with a strong team spirit and respect for others.
15. A customer focused individual with a personal commitment to service improvement
16. A strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism; equality diversity and inclusion

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs