

Appendix 4

ROLE TITLE:	Team Manager - Family Support Services
POST ID:	SCS
GRADE:	Band K SCP 41,675 to 45,591 (as of 1 st April)
HOURS:	37
LOCATION:	County Hall, Usk, which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.
RESPONSIBLE TO:	Early help and Well-being Service Manager

Early Help & Wellbeing Services – Who are we?**Our Purpose:**

The Early Help and Wellbeing Service comprises a range of pre and post statutory threshold support services including counselling, therapeutic, family support and contact support services. Our purpose is to provide children, young people and their families with the right support at the right time and reduce the need for them to engage with more intensive services later on. We seek to work with partners across statutory and non-statutory services to reduce risk and promote resilience and work in a children's rights-based, strength-based and therapeutic way.

The Purpose of the Role:

To manage a range of family support and therapeutic services for children, young people and their families. This includes line management to multi-disciplinary therapeutic practitioners, ensuring the application and maintenance of professional service standards, including case management administered through the effective application of people management policies and practices. To work with external systems and partnerships to ensure that all of the necessary professionals and services are engaged in delivering a holistic service and effective outcomes.

Key Responsibilities and Duties**Leadership**

- To manage a service comprising a range of family support and therapeutic teams that work at both pre and post statutory threshold. These include School Based Counselling & Creative Therapies Team (Face to Face), Team Around the Family (Building Strong Families), Family Contact Service, Family Group Conferencing Service and an edge of care service (Achieving Change Together Team).
- To manage, support, mentor and develop the team leaders across the Early Help and Wellbeing structure and support their day-to-day operational management of their



teams, balancing the needs of children and their families with available resources. This will be achieved by providing day to day advice, management, support, decision-making and guidance to your team leaders, ensuring effective service delivery for children and their families.

- Ensure the efficient operation of the Early Help Panel which operates as the Single Point of Access for Children's Emotional Wellbeing.
- Ensure recruitment is in line with safer recruitment policy ensuring that counsellors, therapists and support workers are appropriately qualified and experienced in their role and induct and train all new team members on the daily and operational responsibilities for their posts.
- Ensure that legal requirements, registration and affiliation to either BACP or HCPC are up to date, BACP/HCPC Codes of Practice are adhered to and 30 hours of CPD (Continued Professional Development) are gained per annum where relevant.
- Undertake supervision of Team Leaders, therapists and counsellors and other staff providing opportunities for reflection and challenge in line with policy.
- Provide advice and mentoring of staff on all practice issues to ensure therapeutic practice is regarded as meeting, or exceeding, practice standards within the whole service.
- Work alongside colleagues to continue to develop new ways of working that directly impact practice. This will result in rising standards in working practice, with improved quality of service provision to children, young people and families.
- Deputise for the Service Manager as required and to a high standard of performance.
- Develop, encourage and maintain high professional standards with the team and department. These will be evident across your service.

Performance

- Ensure your Service Improvement Plan is in line with the overarching Children's Service Strategy.
- To be responsible for monitoring outcomes and evaluation of the service and ensure programme/ project management of both the statutory and grant funded provisions; and collate and submit data on a quarterly basis.
- Regularly review and analyse information including statistical data, practice procedures and evaluate practice across your whole team.
- Plan, manage and report on budgets for school-based counselling, Families First and Children's Services. You will control resources efficiently to ensure that they are managed in line with council's financial framework and agreed local protocols. You will identify potential sources of additional funding for the Face to Face Therapy team and submit bids to secure funding and develop the service.
- To liaise with primary and secondary schools to establish working relationships and produce SLA agreements for agreed work.
- Take a lead role in the development of management information systems. Ensuring information for your areas is accurate, up to date and robust, and the appropriate use of information is observed across your service area.



- Lead in the development of robust record keeping systems and ensure the dissemination of key information within the team. Ensure systems are effective and records are up to date.

Operational

- To plan and deliver/facilitate the delivery of therapeutic intervention including individual and group work within a multi-modal approach to children and young people accessing the service.
- Ensure timely assessments are undertaken and appropriate support is provided as required.
- To maintain the confidentiality, including confidential records, of all children, young people and families accessing the service and be responsible for the archiving system for storing notes.
- To seek advice on and report potential safeguarding and child protection cases and be the designated safeguarding officer for the team.
- To be responsible and make decisions based on emergency procedures requested by schools or other council members regarding critical incidents.
- To work with team members to enable them to identify, develop and provide individualised packages of care that meet the assessed needs of children, young people and their families or carers.
- To be responsible for ensuring that those requiring clinical supervision, including self, access this appropriately.
- To manage complaints received from children and families, including acting as the investigating officer in relation to complaints against professionals. This will result in complaints being investigated appropriately and in accordance with Monmouthshire's complaints procedures, taking such action as may be appropriate to ensure staff are providing a safe service.
- To liaise effectively with other professionals and colleagues in the statutory and voluntary sector, including being the main point of contact for health, including PCMHT/CAMHS work and work with other team managers to ensure that the referral pathways are appropriately managed with minimal delay for families.
- Ensure timely information sharing with other agencies to enable early intervention and preventative services (TAF) are put in place
- Ensure the team works in partnership with children, young people, parents and carers and actively encourages children and young people to participate fully in all decision making processes which affect them.
- Ensure that the team operates in accordance with all relevant legislation and guidance.

Here's what we can provide you with:-

- Being part of a supportive and ambitious leadership team.
- An environment of trust and mutual respect.
- A culture where we respect individual personal development



What else you need to know.....Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

WELSH LANGUAGE ASSESSMENT:

(c) Welsh language skills are desirable

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire’s Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

SAFEGUARDING:

Safeguarding and Child and Adult Protection are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

Person Specification- Team Manager Family Support Services		
REQUIREMENTS	ESSENTIAL / DESIRABLE	HOW TESTED
1. EDUCATION/QUALIFICATION		
<ul style="list-style-type: none"> Relevant qualification in social work, psychotherapy, art therapy, play therapy, family therapy or equivalent 	Essential	Application form
	Essential	Application form



<ul style="list-style-type: none"> • Understanding of relevant policy and legislation, particularly Families First, Together for Mental Health, Social Services and Well-being (Wales) Act 2014, Children Act (1989/2004), All Wales Child Protection Procedures, Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 and the Strategic Framework for promoting the Welsh Language in Health, Social Services and Social Care and its impact on service delivery in terms of the 'Active Offer'. • Knowledge of Child Protection issues including child sexual exploitation, and when and how to refer. • Ability to evaluate practice against standards as agreed in the service. • An understanding of Health and Safety principles. • A good understanding of equalities and diversity and promoting anti-discriminatory practice. • Assessment and analysis skills both written and verbal • Ability to deliver services through the medium of Welsh 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential Essential</p> <p>Essential Desirable</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application form Interview</p> <p>Interview Application form</p>
4. EXPERIENCE		
<ul style="list-style-type: none"> • Experience of developing, managing and supervising a high-performing team delivering packages of support and therapeutic intervention from early/preventive support to intensive/remedial intervention. • Experience of managing and improving performance of the workforce. • Experience of human resources policies and procedures • Experience of project management or service improvement • Experience of working with children, young people and families. • Excellent self-organisation skills and ability to prioritise. • Ability to work effectively and flexibly in a team and collaboratively with others. 	<p>Essential</p> <p>Essential</p> <p>Essential Essential Essential</p> <p>Essential Essential</p>	<p>Application form</p> <p>Interview</p> <p>Application form Application form Application form</p> <p>Interview Interview</p>
5. EQUAL OPPORTUNITIES		
<ul style="list-style-type: none"> • Willing to abide by the Council's Equal Opportunities Policy, including undertaking appropriate equality awareness training 	<p>Essential</p>	<p>Interview</p>
6. SPECIAL CIRCUMSTANCES		
<ul style="list-style-type: none"> • Able to be independently mobile within a geographical area. <p>Appointment to this post will be subject to an Enhanced Disclosure Check with the Criminal Records Bureau</p>	<p>Essential</p>	<p>Application form</p>

