



Job profile

Service and job specific context statement

Directorate:	Children and Young People's Service
Service:	Children and Families – Early Help
Post title:	Early Help Practice Supervisor
Grade:	M
Responsible to:	General Manager Early Help
Staff managed:	Manages operational frontline staff
Date of issue:	June 2018
Job family:	C&S - Care & Support

Job context

- The Children & Families Service provides services which follow specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing good quality services to support children, young people and their families. Working partnership with other agencies and key stakeholders is key to the successful delivery of the responsibilities of the post.
- The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best.
- The core focus of this job is to manage operational delivery and performance across a team. Dealing with emerging complexities in families within early help and more complex cases involved in child protection processes working alongside the direction of qualified social workers.
- The role is responsible for all Early Help cases open to Children and Families workers within an identified geographical locality providing clear direction and decision making on cases and ensuring the delivery, development and evaluation of direct task-centred and evidenced based interventions work with children, young people and their families/carers.
- The post holder will be responsible for the allocation of Early Help cases to Children and families' worker within 5 working days, the review and authorisation of all early help assessments and action plan ensuring actions are appropriate to identified need. The postholder will be responsible for the authorisation of all case closures, for step up/down discussions with Practice Supervisors Safeguarding and Lac, adhering to practice supervisors casework standards, supervision and case work policies and practice guidance
- The post holder will ensure processes are in place for transition points to other areas of service, both internal and external to Children & Families, to ensure that service areas work in a joined up way to ensure continuity of service and support to families.
- The post holder will provide appropriate oversight and challenge to decisions and practice within the team and the wider Children & Families Service, commensurate with the level of risk being worked across the service, ensuring that children and families workers adhere to case work standards and protocols.
- The post holder will ensure that workers have the appropriate skills, direction and oversight to effectively assess whole family needs appropriately, and arrange and deliver rapid family intervention services within budget and in line with clearly defined outcome measures.
- Enhanced DBS check is required.

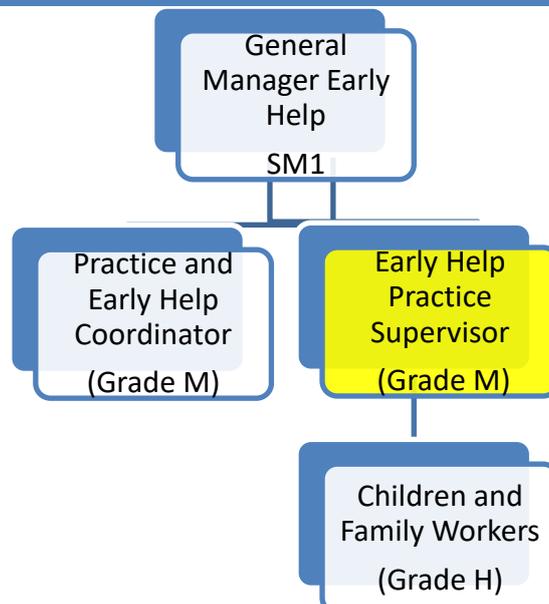


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Job specifics

- Support other agencies in understanding and complying with their responsibilities regarding support or provision within the Early Help strategy
- Manage resources to ensure that services are accessible at times of need to include early mornings, evenings and weekends.
- Take a lead on skills and knowledge building with regard to evidenced based interventions and models of working.
- Undertake professional and reflective supervision of staff in line with new supervision policy framework as well as staff appraisals, ensuring that all team members are appropriately appraised and supervised.
- Ensure continued personal development to maintain knowledge and skills around evidenced based assessments and interventions.
- Undertake personal and professional development activities as agreed
- Ensure children's, young people and families' voices are heard and evidenced in service planning and delivery.
- Understand the systems for obtaining support and reporting concerns.
- Understand systems in place to protect children.
- Oversight and authorisation of all Early help assessments and action plans ensuring actions are appropriate to identified needs for children and families open to the Early Help Service
- Provide clear direction to Children and Families worker to undertake agreed interventions for children and families open to CSC.
- Work with agencies to reduce risk taking behaviour and promote positive activities.
- Identify with partners those families that are most vulnerable and seek to secure good outcomes for the children in these families.
- Promote emotional wellbeing via planned intervention with children, young people and their parents/ carers.
- Oversee the delivery of support work with children and families on social interaction skills, risky and emotional behaviour, ensuring the promotion of individual and community engagement.
- Ensure children are supported through key transitional stages.
- Oversee the delivery of short term intervention packages to reduce school exclusions and anti-social behaviour.

Structure





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Job Description

Job purpose	<p>The core focus of this job is to give operational direction to staff and promote multi-agency liaison and integration. Responsible for the direct management of the Children and Families Workers within the team, ensuring oversight and accountability for all Early Help cases through authorisation and clear direction of Early Help assessments and family intervention plans and delivery of professional and reflective supervision.</p>
Operational management	<ul style="list-style-type: none"> • Allocation of all early help cases within identified locality. Authorising & providing clear direction for all assessments and plans • Develop strategies for improvement and development of services in keeping with changing priorities defined locally by the General Manager Early Help • Make an input into the analysis of trends, development of policies and procedures and their implementation within the Early Help Service • Ensure risk assessments are carried out and practices are regularly reviewed. • Support the delivery of evidence based intervention programmes ensuring workers deliver agreed interventions adhering to the remit of their role. • Chair planning or review meetings for the most complex cases and promote multi-agency work • Ensure that the team promotes and supports good school attendance and contributes to interventions including legal sanctions, as directed by the Attendance and Enforcement Officer.
Communications & engagement	<ul style="list-style-type: none"> • Be accessible to children and families at home, at school or in the wider community – as appropriate. • Encourage children and families to take part in common assessments where appropriate. • Ensure that children and young people, parents, carers and other service users are consulted and are actively engaged in the planning, development and evaluation of services. • Support parents/carers and children and young people in expressing their views and advocate on their behalf where necessary. • Ensure that other vulnerable members of families are offered support as part of a family package.
Partnership / corporate working	<ul style="list-style-type: none"> • Promote inter agency working, planning and developing services with other agencies. • Represent the Service in local inter-agency working groups, including MAPPA, MARAC. • Liaise with statutory and voluntary agencies who support children and their families. • Signpost/ensure children and families receive appropriate multi-agency support. • Liaise and work closely with Children's Social Care, schools, settings, partner agencies including Health and the Police, and local voluntary agencies, including drug and alcohol support services. • Ensure that key agencies and front line staff have access to information regarding developments in children and families service
Resource management	<ul style="list-style-type: none"> • Monitor and evaluate case files and decision making to ensure standards and high quality provision.



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	<ul style="list-style-type: none"> • Support the team in maintaining accurate and up to date casework records through the use of case file audit. • Monitor and evaluate services delivered to ensure that they are effective, relevant and responsive to community needs. • Maintain regular file audits as routine, keep case files up to date and make accurate and timely records in line with the minimum recording standards. • Ensure that integrated frontline services are delivered to a high standard in the designated area. • Quality assure and performance manage case recording. • Provide statistical and management information as requested. • Take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate. • Ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. • Recruit, motivate, train and develop staff within agreed policies and practices to maintain an effective workforce capable of meeting its objectives. • Lead on the continuing professional development of staff for whom the postholder is responsible. • Maintain a sound knowledge of relevant legislation, research and practice and take responsibility for own professional development. • Support and manage the professional standards of the team through: <ul style="list-style-type: none"> • Regular supervision. • Appraisal/ staff development. • Ensuring that all assessments are completed within timescales. • Helping workers acquire the necessary skills to provide effective interventions to families.
Systems and information	<ul style="list-style-type: none"> • Understand the importance of consent and ensure the team comply with the procedures for obtaining consent from children, young people and their families. • Share information with partners in accordance with the North Yorkshire Information Sharing Protocol. • Be competent in the use of the Management Information System(s). • Comply with the County Council's policies and supporting documentation in relation to Data Protection, Information Security and Confidentiality.
Strategic management	<ul style="list-style-type: none"> • Ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.
Safeguarding	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Ensure the team fulfil a duty of care to children and young people and operate in accordance with Safe Working Practice guidance. • Implement the Service's policy and procedures for children missing from home and education, elective home education and youth outcomes panels/ • Evaluate casework risk where there may be Child Protection or welfare concerns. • Develop close links and effective screening and case transfer arrangements with colleagues in Children's Social Care.



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Person Specification

Essential upon appointment

Knowledge

- A working knowledge and understanding of team management and the policies and procedures relating to this which would include staff supervision and reflective practice.
- A working knowledge of legislation relating to children and young people.
- Clear evidence of knowledge relating to safeguarding practice
- Ability to demonstrate an understanding of the context of service delivery for an early intervention team.
- Understanding a multi-disciplinary approach to problem solving.
- Be able to demonstrate a working knowledge of assessment processes, solution focussed practice and restorative responses to problem solving.
- A comprehensive knowledge of child development and family dynamics.

Experience

- Post qualification experience of service delivery to children, young people and families.
- Able to demonstrate evidence of previous management of people.
- Previous experience of multi-agency working.
- Experience of safeguarding thresholds.
- Previous service representation on interagency working groups.
- Relevant professional experience of advocacy on behalf of children young people and families.
- Direct experience of safeguarding and child protection practice.
- Experience of individual and family counselling.

Occupational Skills

- Interpersonal skills required to manage an Area Team and provide high quality structured supervision for team members.
- A positive attitude and skills relevant to working co-operatively with partner agencies.
- Good analytical and assessment skills.
- Ability to demonstrate clear decision making
- High level recording and report writing skills.
- Presentation skills.
- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
- Ability to demonstrate a practical understanding of the management and supervision of team based recording systems.
- Confidence in the use of Information Technology applications and systems
- Customer service orientation.

Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role

- Relevant professional degree e.g. Dip S.W. or Youth and Community Work or substantial professional experience.

Desirable on appointment

- Have knowledge of strategic objectives and priorities across Children & Families, the Directorate, in order to ensure the best outcomes for children and young people.

- Previous experience of Assessment Framework
- Experience of case management systems

- Ability to deliver In Service training
- Training and group work skills
- Previous experience of preparing and delivering audit plans to ensure compliance with professional standards.



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Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours

Behaviours

[Link](#)

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.