

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties. The wider generic role profile is set out in Section B.

Role Details

Job Title:	Early Help and Targeted Support Operations Manager	JEID	Z0144
Salary Grade:	Band F: £48,462 - £54,922		
Team:	Early Help & Targeted Support		
Division / Service:	Children and Families		
Directorate:	People Group		
Primary Location:	Saltisford, Warwick. Although this is a county wide position as staff will be located across the county.		
Political Restriction:	This position is not politically restricted		
Responsible to:	Service Manager, Early Help and Targeted Support, MASH and Initial Response		
Responsible for:	Early Help and Targeted Support Services including but not exclusive too: <ul style="list-style-type: none"> • Strategic lead for Children and Family Centres • Children and Family Support Managers and workers (based in Children Centres) • Targeted Support Officer Service • 3 Youth and Community Centres across the county • Volunteer Coordinator 		

Role Purpose

- To manage early intervention services and programmes across the County.
- To support the development of local and countywide strategies for early intervention services which improve outcomes for children, young people and families.

Role Responsibilities

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- To work in close partnership with Operations Managers in the Early Help and Targeted Support, MASH and Initial Response service to help design, plan and implement a service that operates as a “ecosystem” - ensuring the successful delivery of front door services for children young people and families in Warwickshire
- To model and develop the restorative / relational approach to growing partnerships and the development of strong professional relationships
- To lead and deliver services in the fundamental belief of the importance of empowerment, enabling communities to understand local need and to ensure Early Help provision from WCC, partner agencies and communities are available.
- To take the county wide lead for the implementation of the Early Help Strategy and associated action plans
- To provide strategic leadership for the implementation of Restorative Practice and other agreed practice programmes in Early Help and Targeted support services
- To provide strategic and practice leadership to enable workers in Early Help and targeted support to promote and deliver services enabling children and families to access self-guided help and support as well as to provide manage direct delivery of services
- To take the countywide strategic lead for Children and Family Centres including the management, development and wellbeing of family support workers based within the Children Centres
- To take the countywide strategic lead for CHESS and Hatters Space Youth and Lillington Community Centres
- To take the countywide strategic lead and development of the Targeted Support Officer (TSO) Service
- To undertake case management supervision for the TSO Service and Family Support Work Managers including responding to any child protection issues
- Provide a link between Early Help and Targeted Support teams within children and families, supporting the team regarding safeguarding issues and ensuring services maintain safe working practices
- Ensure that performance management and data systems are in place to ensure robust evaluation and ensure an evidence based approach to commissioning and service provision

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Operations Manager: Early Help and Targeted Support
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Main Tasks

- To be responsible for the development, management and delivery of a range of Early Help and targeted support services and programmes across the county.
- To be responsible for the high quality of services through the management and supervision

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of a range of staff working in the field of Early Help and targeted support.

- To be responsible for the production, delivery and evaluation of an effective service development plan which has objectives which incorporate both Corporate and People Group policies and strategies.
- To be responsible and accountable as the Cost Centre manager for the management of allocated financial resources and to ensure that they are effectively deployed, including a traded service element.
- To be responsible for the development and maintenance of effective service partnerships and the promotion of service developments by meeting regularly and working with key representatives of other statutory and voluntary organisations operating within the locality.
- To contribute to the strategic development of services within the Council and People Group.
- To maintain a knowledge and expertise across the work of the People Group which remains up to date and incorporates best practice.
- To ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety Policy and procedures.
- To be responsible for customer service of the team and manage any dissatisfaction or complaints from service users at the initial stage.
- Will be available to work within any of the Council's localities.
- To provide expert knowledge and guidance in the area of targeted support, early intervention and school support or family support.
- To ensure safeguarding responsibilities are carried out in line with the Council's safeguarding policy and procedures.
- Commitment to anti-discriminatory practices in employment, training and service delivery. All members of staff must take personal responsibility for implementing/adhering to Warwickshire County Council's Equality and Diversity policies.

Section C: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
• Educated at degree level with a professional qualification in a children and families related field (e.g education, social care, family support) in social care or equivalent experience	A, D
• Experience of working at a strategic level within a local authority setting informing policy, systems and service development.	A, I
• The ability to demonstrate a high degree of complex problem solving skills and the ability to pull together plans/develop solutions through the introduction of new/original thinking from self and others.	A, I
• The ability to identify and respond to needs of service users which may be exceptionally difficult to satisfy such as those with multiple impairments or having a range of special difficulties arising from their	A, P

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circumstances.	
<ul style="list-style-type: none"> The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands 	A, I
<ul style="list-style-type: none"> The ability and proven experience of empowering families and service users to make decisions and recommendations to improve the families circumstances and outcomes for their children. 	A, P
<ul style="list-style-type: none"> Experience of defining and developing service policies, priorities and programmes within the service area. 	A, I
<ul style="list-style-type: none"> Experience of partnership working that has led to positive delivery in practice 	A, I
<ul style="list-style-type: none"> Experience of managing a number of teams covering several different areas of activity. 	A, I
<ul style="list-style-type: none"> Experience of systemically evaluating practice that enables learning for service development with a view to improving outcomes for children and families 	A, I
<ul style="list-style-type: none"> Experience of monitoring, managing and being accountable for budgets. 	A, I
<ul style="list-style-type: none"> Ability to work well with colleagues, including managers, as a member of a team. 	A, I
<ul style="list-style-type: none"> Mobility essential. Able bodied applicants able to drive, have a driving licence and be a car owner. Disabled applicants should be able to perform the job with aid, where necessary. 	A, D
<ul style="list-style-type: none"> Ability to promote excellent practice in the team, based on a substantial body of up to date professional knowledge, and using evidence based practice underpinned by professional values such as empowerment and person centred practice. 	A, P, I
<ul style="list-style-type: none"> Ability to communicate fluently, in writing, through presentations and verbally, with a wide range of people, including elected members and senior managers. 	A, P, I
<ul style="list-style-type: none"> Ability to manage a staff team from a range of professional backgrounds to ensure optimum performance through the use of robust development, appraisal and supervision according to corporate guidance. 	A, I
Desirable Criteria	<i>Assessed By:</i>
<ul style="list-style-type: none"> Diploma in Management Studies or equivalent. 	A, D
<ul style="list-style-type: none"> Experience and knowledge of Children and Family Centres 	A, I
<ul style="list-style-type: none"> Experience and knowledge of Family Support Work and the Early Help Single Assessment process 	A, I
<ul style="list-style-type: none"> Recent experience of managing child safeguarding issues 	A, I
<ul style="list-style-type: none"> Experience and knowledge of particular evidence based programmes. 	A, I

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Section D: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing the work health assessment.

<input type="checkbox"/> Regular client contact or care	<input type="checkbox"/> Exposure to noise levels (above 80dbA)
<input type="checkbox"/> Lone working	<input type="checkbox"/> Working with waste or refuse
<input type="checkbox"/> Night working	<input type="checkbox"/> Food Handling
<input type="checkbox"/> Work at heights	<input type="checkbox"/> Manual handling tasks
<input type="checkbox"/> Working in confined spaces	<input type="checkbox"/> Electric work
<input checked="" type="checkbox"/> User of Display Screen Equipment (DSE)	<input type="checkbox"/> Contact with Latex
<input type="checkbox"/> Repetitive tasks	<input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH)
<input type="checkbox"/> Continual telephone use (<i>call centre</i>)	<input type="checkbox"/> Working with vibrating tools / machinery