

Job Description

Job title	Early Help Team Leader
Directorate	PEOPLE : Children and Adults
Division	Family Solutions
Range	MPR 5
Reports to	Hub Manager

Main purpose of the job:

Medway Early Help works holistically with families with multiple and complex needs to enable them to make changes and improvements to their lives. The Team Leader provides leadership, supervision and professional support to Early Help Workers and assists the Hub Manager to implement an effective and efficient service that meets the needs for Medway families.

Assist with the provision of a comprehensive service to children/ young people/families/parents involved within the Service to ensure that all families have a sustainable plan; ensuring that identified interventions are delivered liaising with and in conjunction with families and partner agencies.

Work collaboratively with colleagues from statutory services and agencies across the partnership, sharing information as appropriate in order to facilitate good outcomes for children and their families.

To comply with legislation, statutory guidance and local policies and procedures.

The post holder will either specialise in Assessment and Intervention, Groups, or the Single Point of Access.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Provide high quality line management and reflective professional supervision to Early Help Workers, and ensure staff have the appropriate level of training and are appraised in accordance with the Council's performance appraisal process, to manage and support individuals in their work and professional development and address any issues of poor performance.

Provide critical oversight of cases and case records, actively monitoring and reviewing workloads, and developing a culture of mutual support and creative thinking to achieve improved outcomes and maintain cases outside of more specialist interventions.

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Provide comprehensive professional and consistent advice and support to Early Help Workers encouraging them to build respectful and supportive relationships with children, young people and their families, communicating effectively and ensuring their views are heard, recorded accurately and, wherever possible, acted upon using a range of tools.

Coordinate and facilitate programmes and/or groups for children and young people, families and/or parents, ensuring that appropriate risk and vulnerability assessments are carried out in accordance with early help procedures whilst looking at additional resources to fund projects.

Collect and analyse feedback from children, young people and families to enable meaningful evaluation of intervention and innovative responses to future delivery.

Work collaboratively with colleagues to devise and implement timely interventions with children, young people and their families in various settings, assessing and balancing risk, vulnerability, and protective factors to safeguard and promote the welfare of children, young people and their families.

Keep up to date with research knowledge relevant to child development, adolescents and families to identify, disseminate, integrate and promote excellent evidence-based practice.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

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

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

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Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Hub Manager.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

NVQ4 in working with families with multiple and complex needs (or an equivalent and relevant field of study).

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

Knowledge

Level A

Comprehensive knowledge and understanding of legislation, policy and practice developments relevant to children, young people and their families.

Detailed knowledge and understanding of the governance arrangements for Early Help.

Comprehensive knowledge and understanding of child and adolescent development and parenting skills.

Comprehensive knowledge of safeguarding policies and procedures and their application.

Comprehensive knowledge and understanding of equality and diversity principles and relevant legislation and obligations.

Comprehensive knowledge in recognising and evaluating risk to children, young people and their families and assessing measures to reduce that risk.

Thorough knowledge of Signs of Safety.

Level B (in addition to level A criteria)

Comprehensive knowledge and understanding of a range of issues e.g. Domestic violence, mental health and neglect.

Knowledge of health and safety and risk management.

Consistent demonstration and improvement of comprehensive knowledge and understanding in role

Level C (in addition to levels A and B)

An understanding of relevant inspection frameworks.

Extensive knowledge of the Early Help strategy and service plan to ensure the delivery of Early Help provided by Family Solutions is focused and in line with the service plan and strategy

Comprehensive knowledge of processes and confidence to support team members with meeting timescales.

Experience

Level A

Comprehensive experience of working with vulnerable children, young people and families in the public, private or voluntary sector.

Comprehensive experience of using digital case management systems.

Extensive experience of working effectively in partnership with statutory agencies

Comprehensive experience of assessing and responding to the risk and needs presented by children, young people and their families.

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Experience of providing coaching, mentoring and supervision to others.

Level B (in addition to level A criteria)

Experience in providing critical and comprehensive case management oversight to monitor, evaluate and quality assure case work.

Comprehensive experience of using assessment tools to identify level of risk, for example: GCP2, DASH.

Extensive experience of coaching staff to understand the purpose of risk assessment tools and how they can be used in practice

Experience of delivering presentations to a group of people, ensuring communication is clear and available to all.

Experience of motivating and developing teams to succeed whilst reflecting on own practice.

Experience in providing reflective supervision to team members ensuring there is focus and solutions identified as appropriate.

Comprehensive experience of completing safety plans to reduce risk to children and their families.

Experience of writing to the child in all the children's records.

Comprehensive experience in the application of Signs of Safety in the own practice and embedding in others.

Experience of using PowerBI to monitor own quantitative data.

Level C (in addition to levels A and B)

Experience of developing and delivering structured plans to children, young people and families, acting as the lead professional.

Experience in the use of quality assurance systems.

Extensive experience of working with partners in developing and implementing joint initiatives.

Extensive experience of undertaking direct work with children and young people and being able to evidence understand of the child's lived experience.

Extensive experience of completing risk assessment tools and confidence to advise partner agencies and families of next steps to support with reducing risk of harm to children.

Comprehensive experience of using PowerBI to review data and ensure the work being completed by Family Solutions is effective and having an impact on the children and families open to the service.

Skills

Level A

Proficient in the use of Microsoft Word, Excel, and Outlook

Ability to manage complex or conflicting priorities in a pressured environment.

Highly developed communication, interpersonal, and negotiation skills with ability to build rapport and relationships with children, young people, and their families.

Ability to work effectively as part of a team.

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Comprehensive skills in collecting, analysing, and assessing children and families' needs and creating imaginative responses to resolve complex problems.

Ability to develop clear and measurable targets for the teams whilst monitoring performance against targets and addressing any issues.

Ability to deal with difficult/sensitive and escalated situations effectively and appropriately handle confidential and sensitive information.

Level B (in addition to level A criteria)

Can effectively contribute to service plan objectives and targets.

Ability to work confidently and on own initiative with a high degree of autonomy.

Ability to produce high quality written reports.

Ability to diffuse conflict and challenge with parents/carers/staff and find solutions as a manager.

Can consistently provide good quality supervision, case direction and management oversight to support and develop the team.

Level C (in addition to levels A and B)

Ability to use quality assurance skills to aid the improvement of practice.

Able to identify and act on own development needs.

Ability to provide innovative ideas and approaches to early help and children's services.

Ability to understand different learning and management style and areas of development needed to improve management and leadership skills.

Ability to work well under pressure, identify stressors and/or challenges and to be confident in developing own solutions.