

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Early Help Partnership Officer	Range 3	The Early Help Partnership Officer works closely with professional partners and where necessary families to build strong relationships based on respect and positive regards. The role provides both practical and specialist advice to partners and where necessary children, young people and their families and provides for the effective sign posting to other services so that that children, young people, and their families do not get overwhelmed by the breadth and depth of support services available. To support partners where there are emerging concerns with children, young people, and their families so that coordinated support can be provided that would be better placed to meet their identified needs. To work closely with colleagues from statutory services and agencies across the partnership. To comply with legislation, statutory guidance and local policies and procedures.	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications • Good general level of education with five GCSE grade C (or equivalent) to include English and Maths • Level 3 qualification in a relevant and related field	Qualifications	Qualifications
			Knowledge • Awareness of legislation, policy, and practice developments relevant to children, young people, and their families. • An awareness of child and adolescent development. • An awareness of safeguarding procedures for children. • An awareness of equality and diversity principles.	Knowledge • Knowledge of parenting skills • An understanding of legislation, policy, and practice developments relevant to children, young people, and their families • An understanding of child development and how universal groups are planned to support with children's milestones. • Knowledge of feedback forms and the importance of feedback from families and partners to improve practice. • Knowledge of what should be included in a partner led plan • Understanding how to apply threshold to families' situations	Knowledge • Detailed understanding of child and adolescent development. • Working knowledge and understanding of safeguarding procedures for children. • Knowledge of the importance of reflecting on practice and how to apply feedback forms to improving practice for Family Solutions.
			Experience • Some experience of working with children and/or families in a related area of work such as schools, nursery, support working etc. • Some supported experience of case management systems. • Experience of undertaking risk assessments to support effective safety planning.	Experience • Experience of using the Children's Services system effectively • Experience of using Signs of safety and being part of an Early Help or Partner Led Plan, supporting the lead professional. • Experience of delivering parenting programmes, 1:1 and group delivery • Experience of working in a multi-agency environment including parents and children where appropriate.	Experience • Developed experience in the application of Signs of Safety in working with young people and their families • Experience of completing a variety of different direct work tools with children and young people and being able to evidence understanding of the child's lived experience. • Experience of supporting partner agencies acting as lead practitioners to work through an intervention

				Experience of completing risk assessments with partner agencies to reduce the risk of harm to children and their families.	plan with a family to achieve positive outcomes for the family. - Experience of contributing to and presenting presentations to partner agencies sharing relevant information to support with practice for partners. - Experience of supporting the delivery of projects that support children and their families.
			<u>Skills</u> - Able to use Microsoft programmes such as Word, Excel, Teams and Outlook with some support and guidance - Ability to work effectively under pressure, managing time and workload effectively. - Ability to build rapport and relationships with children, young people, and their families. - Can communicate effectively within a team and understand written and oral instructions - Ability to appropriately handle confidential and sensitive information.	<u>Skills</u> - Competent user of Microsoft programmes, adhering to the requirements and standards of the team. - Ability to build positive working relationships with partner agencies that are effective and have a positive impact on the delivery of Early help. - Good communication skills and ability to develop professional relationships with colleagues across different teams within the organisation and stakeholders. - Confidence to contribute to team meetings, case discussions and planning meetings for universal groups during term breaks. - Can compile and present reports and presentations to a wide range of audiences, including amending delivery dependent on audience. - Ability and confidence in handling confidential information, responding appropriately with advice on Medway SAR policy if information is requested. - Ability to effectively contribute to service plan objectives and targets.	<u>Skills</u> - Ability to effectively collect, analyse, and assess children and families' needs and create imaginative responses. - Can effectively manage own workload, working independently and well under pressure with ability to identify stressors and/or challenges, with confidence in finding own solutions. - Ability to identify challenges for partner agencies and support with strengthening relationships between partners and families. - Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families. - Can provide advice and guidance to partner agencies related to their work such as thresholds, partner led plans and Signs of Safety
Parenting Practitioner	Range 3	The Parenting Practitioner works to assist in the provision of an effective Early Help service for children and families within Medway by closely working with families to build strong relationships	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> - Good general level of education with five GCSE grade C (or equivalent) to include English and Maths - Level 3 qualification in a relevant and related field	<u>Qualifications</u>	<u>Qualifications</u>

		based on respect and positive regards. To deliver evidence-based parenting programmes. This will include organising and delivering group sessions. One-to-one interventions will also be delivered by the Parenting Practitioner to parents, where appropriate. To work closely with colleagues from statutory services and agencies across the partnership. To comply with legislation, statutory guidance and local policies and procedures.			
			<u>Knowledge</u> • Awareness of legislation, policy, and practice developments relevant to children, young people, and their families. • An awareness of child and adolescent development. • An awareness of safeguarding procedures for children. • An awareness of equality and diversity principles. • Knowledge of parenting skills	<u>Knowledge</u> • An understanding of legislation, policy, and practice developments relevant to children, young people, and their families. • Extensive knowledge of parenting skills. • An understanding of different parenting programmes and how each programme can be effective and ineffective depending on the child/ren and their needs. • An understanding of the threshold document and confident to apply threshold should a risk be identified in a group setting or 1-1 session. • An understanding of child development and how parenting can have an impact on a child's development. • An understanding of the impact feedback has on the delivery of groups.	<u>Knowledge</u> • Detailed understanding of child and adolescent development. • Knowledge and understanding of safeguarding procedures for children. • Experience of delivering parenting programmes 1-1 to parents and to groups. • Extensive understanding of how parenting can impact a child's development
			<u>Experience</u> • Some experience of working with children and/or families in a related area of work such as schools, nursery, support working etc. • Some supported experience of case management systems. • Experience of undertaking risk assessments to support effective safety planning.	<u>Experience</u> • Experience of contributing to an Early Help Plan within a multi-agency environment. • Experience of delivering parenting programmes to parents 1:1 and to groups. • Experience of completing safety plans with practitioners for parents/carers attending group settings. • Experience of completing risk assessments to reduce risks within the group settings. • Experience of using signs of safety within practice, this could be through attending case discussions with the hub teams. • Experience of capturing children's voices to support with informing future parenting programmes.	<u>Experience</u> • Experience in the application of Signs of Safety and contributing to case discussions using signs of safety to support with identifying the risks of harm to child/ren and their families. • Experience of undertaking direct work with children and young people and being able to evidence understanding of the child's lived experience. • Experience of using a variety of different direct work tools to capture children's voices to inform future parenting programme planning and delivery. • Experience of completing safety plans alone with parents/carers attending group settings should a risk be identified and uploading the plan to the family's records. • Extensive experience of completing risk assessments prior to group delivery and reflection on future risk assessments for different groups.

					• Experience of multi-agency working to support improving outcomes for children and their families. • Experience of using parenting groups feedback to contribute to amending delivery and improve effectiveness
			<u>Skills</u> • Able to use Microsoft programmes such as Word, Excel, Teams and Outlook with some support and guidance • Ability to work effectively under pressure, managing time and workload effectively. • Ability to build rapport and relationships with children, young people, and their families. • Can communicate effectively within a team and understand written and oral instructions • Ability to appropriately handle confidential and sensitive information.	<u>Skills</u> • Competent user of Microsoft programmes, adhering to the requirements and standards of the team. • Ability and confidence in handling confidential information, responding appropriately with advice on Medway SAR policy if information is requested. • Ability to build positive working relationships with partner agencies that are effective and have a positive impact on the delivery of Early help. • Good communication skills and ability to develop professional relationships with colleagues across different teams within the organisation and stakeholders. • Confidence to contribute to team meetings, case discussions and service meetings • Can compile and present reports and presentations to a wide range of audiences, including amending delivery dependent on audience. • Ability to effectively contribute to service plan objectives and targets.	<u>Skills</u> • Ability to effectively collect, analyse, and assess children and families' needs and create imaginative responses. • Can effectively manage own workload, working independently and well under pressure with ability to identify stressors and/or challenges, with confidence in finding own solutions. • Ability to identify challenges for parents/carers attending group and support with strengthening relationships to encourage attendance and participation in group • Can provide advice and guidance to parents/carers related to changing their approaches to support a child's development. • Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families.
Family Solutions Practitioner 1. Groups 2. Assessment & Intervention 3. Single Point of Access (SPA) 4. Domestic Abuse Lead	Range 4	The Family Solutions Practitioner works closely with colleagues and families to build strong relationships based on respect and positive regards. The role provides both practical and specialist advice to the family as well as co-ordinating any additional support services.	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • NVQ4 in working with families with multiple and complex needs (or an equivalent and relevant field of study)	<u>Qualifications</u>	<u>Qualifications</u>
			<u>Knowledge</u> • Knowledge and understanding of legislation, policy, and practice developments relevant to children, young people, and their families.	<u>Knowledge</u> • Comprehensive knowledge and understanding of safeguarding policies and procedures. • Comprehensive knowledge in recognising and evaluating risk to	<u>Knowledge</u> • Knowledge of the governance arrangements for Early Help. • Comprehensive knowledge and understanding of legislation, policy, and practice developments relevant

		Practitioners will provide a high quality, effective and responsive service for all children, young people and their families, encouraging them to participate in interventions that complement and enhance their development and well-being, working closely with colleagues from statutory services, agencies across the partnership, carers and those with parental responsibility to facilitate good outcomes for children and their families. Practitioners will have an area of specialism to help promote effective service delivery.	• Knowledge and understanding of child and adolescent development and parenting skills. • Knowledge and understanding of safeguarding policies and procedures. • Knowledge and understanding of equality and diversity principles and relevant legislation and obligations. • Knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect. • Awareness of the Signs of Safety approach to practice.	children, young people and their families and assessing measures to reduce that risk. • Comprehensive knowledge and understanding of child and adolescent development and parenting skills. • Developing knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect. • Comprehensive knowledge of the Early Help Strategy to ensure that this informs practice.	to children, young people, and their families. • Comprehensive knowledge in focus area of practice such as Domestic Abuse, Mental Health, Neglect.
			Experience • Experience of being part of and contributing to an Early Help Plan • Experience of working with vulnerable children, young people, and families in the public, private or voluntary sector. • Experience of using digital case management systems. • Experience of undertaking risk assessments and effective safety planning.	Experience • Comprehensive experience of working effectively in a multi-agency environment working with vulnerable children, young people, and families in the public, private or voluntary sector. • Experience drafting an Early Help Plan and being the lead professional in delivering the plan • Experience in the application of Signs of Safety. • Extensive experience of completing risk assessments and evaluating their impact. • Some supported experience of leading case discussions within a team • Comprehensive experience of using assessment tools to identify level of risk, for example: GCP2, DASH.	Experience • Comprehensive experience of undertaking direct work with children and young people and being able to evidence understand of the child's lived experience. • Comprehensive experience of application of Signs of Safety • Comprehensive experience of undertaking risk assessments which lead to effective safety planning. • Experience of contributing to the Multi-Agency Safeguarding Hub. • Comprehensive experience of leading case discussions confidently, ensuring the meeting is focused and solutions are identified for the worker to progress their intervention. • Comprehensive experience of coaching and mentoring other staff, leading by example in all areas of work. • 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 • Proficient in the use of Microsoft Word, Excel, and Outlook	Skills • Pro-actively contributes to service plan objectives and targets.	Skills • Ability to motivate others, including volunteers and wider partners.

			• Ability to work effectively under pressure, managing time and workload effectively. • Able to use own initiative • Ability to build rapport and relationships with children, young people, and their families. • Comprehensive communication, interpersonal, and negotiation skills • Ability to work effectively as part of a team. • Skills in collecting, analysing, and assessing children and families' needs and creating imaginative responses to resolve complex problems. • Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information.	• Can manage high levels of work-related pressure, with the ability to maintain own workload and meet deadlines. • Ability to initiate and develop effective and collaborative working relationships with partners. • Can effectively collect, analyse, and assess children and families' needs and create imaginative responses. • Can demonstrate comprehensive communication, interpersonal, and negotiation skills through leading discussions/meetings, appropriate professional challenge and reflective case notes	• Confidently able to work with initiative and a high degree of autonomy. • Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families. • Ability to produce good quality written reports using language that is accessible and easy to understand.
Early Help Coordinator	Range 4	The Early Help Coordinator works closely with colleagues and families to build strong relationships based on respect and positive regards. The role provides both practical and specialist advice to the family as well as acting as a lead co-ordinator for any additional support services. The Early Help Coordinator develops effective multi agency working by facilitating communication channels and positive working relationships within the Multi-Agency Safeguarding Hub (MASH) and partner agencies across Medway to ensure that the Early Help strategy is widely understood and used. Support and facilitate partner agencies with Early Help processes including	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • NVQ4 in working with families with multiple and complex needs (or an equivalent and relevant field of study).	<u>Qualifications</u>	<u>Qualifications</u>
			<u>Knowledge</u> • Comprehensive knowledge and understanding of legislation, policy, and practice developments relevant to children, young people, and their families. • Comprehensive knowledge and understanding of safeguarding policies and procedures. • Knowledge and understanding of equality and diversity principles and relevant legislation and obligations.	<u>Knowledge</u> • Comprehensive knowledge in recognising and evaluating risk to children, young people and their families and assessing measures to reduce that risk. • A comprehensive understanding of the threshold document and confidence in using the threshold document to identify levels of risk with partner agencies and provide sound recommendations. • Comprehensive knowledge of the Early Help Strategy to ensure that this informs practice. • Comprehensive knowledge and understanding of child and adolescent development and parenting skills.	<u>Knowledge</u> • Knowledge of the governance arrangements for Early Help. • An understanding of the importance and impact of parental feedback • Extensive knowledge of what should be included in a partner led plan

		monitoring performance on early help interventions, training and actively supporting partners in being the lead professional for a family in order to ensure that the right support is in place for children, young people and their families to achieve the best outcome. To comply with legislation, statutory guidance and local policies and procedures.	<u>Experience</u> • Comprehensive experience of working with vulnerable children, young people, and families in the public, private or voluntary sector. • Experience in the application of Signs of Safety. • Comprehensive experience of using digital case management systems. • Comprehensive experience of undertaking risk assessments which lead to effective safety planning. • Experience of providing effective supervision of others and managing performance.	<u>Experience</u> • Comprehensive experience of working effectively in a multi-agency environment. • Comprehensive experience of using assessment tools to identify level of risk, for example: GCP2, DASH. • Experienced in providing coaching to staff in 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 in providing reflective supervision to team members ensuring there if focus and solutions identified as appropriate. • Comprehensive experience of using a multi-agency approach ensuring that the child/ren remain at the centre of the work being proposed or completed. • Comprehensive experience of completing safety plans to reduce risk to children and their families.	<u>Experience</u> • Comprehensive 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 • Experience in advising partner agencies and families of next steps to support with reducing risk of harm to children. • Experience of working with partners in developing and implementing joint initiatives. • Experience of supporting the team in using parental feedback to contribute to amending the delivery and finding solutions on how it could be more effective in future.
			<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, and Outlook • Ability to work effectively under pressure, managing time and workload effectively. • Ability to build rapport and relationships with children, young people, and their families. • Comprehensive communication, interpersonal, and negotiation skills • Ability to work effectively as part of a team. • Comprehensive skills in collecting, analysing, and assessing children and families' needs and creating imaginative responses to resolve complex problems. • Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information.	<u>Skills</u> • Pro-actively contributes to service plan objectives and targets. • Ability to initiate and develop effective and collaborative working relationships with partners. • Ability to influence and implement change within the service and partner agencies. • Ability to adapt communication styles depending on audience, ensuring awareness and inclusion of the individual's needs. • Ability to compile reports, and presentations to evidence the impact of the interventions for children & their families.	<u>Skills</u> • Ability to motivate a team, including volunteers and wider partners. • Ability to coordinate a multi-agency group to provide an effective service to children, young people and their families. • Ability to work well under pressure, identify stressors and/or challenges and to be confident to find own solutions. • Ability to identify own working, learning and management style and areas of development needed to improve the manager you are. • Can confidently provide accurate advice and guidance to partners related to partner led plans

			• Able to work on own initiative. • Ability to independently travel regularly between different locations.		
Parenting Lead	Range 4	The Parenting Lead works to assist in the provision of an effective Early Help service for children and families within Medway by closely working with families to build strong relationships based on respect and positive regards. Deliver evidence-based parenting programmes including organising and delivering group sessions and one-to-one interventions. To work closely with colleagues from statutory services and agencies across the partnership. To comply with legislation, statutory guidance and local policies and procedures.	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • NVQ4 in working with families with multiple and complex needs (or an equivalent and relevant field of study).	<u>Qualifications</u>	<u>Qualifications</u>
			<u>Knowledge</u> • Comprehensive knowledge and understanding of legislation, policy, and practice developments relevant to children, young people, and their families. • Comprehensive knowledge and understanding of child and adolescent development and parenting skills. • Comprehensive knowledge and understanding of safeguarding policies and procedures. • Knowledge and understanding of equality and diversity principles and relevant legislation and relevant obligations.	<u>Knowledge</u> • Comprehensive knowledge in recognising and evaluating risk to children, young people and their families and assessing measures to reduce that risk. • Comprehensive knowledge of identifying a risk • Knowledge of different risk assessment tools that can be used to identify and reduce risks. • Comprehensive knowledge of various parenting programmes	<u>Knowledge</u> • Knowledge of the governance arrangements for Early Help. • Extensive experience of understanding how parenting can impact a child's development • An understanding of the importance and impact of parental feedback for parenting groups
			<u>Experience</u> • 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. • Awareness of signs of safety. • Awareness of risk assessments which lead to effective safety planning. • Experience of facilitating recognised evidence-based parenting programmes. • Experience of providing effective supervision of others and managing performance.	<u>Experience</u> • Comprehensive experience of working effectively in a multi-agency environment. • Experience of delivering presentations to a group of people, ensuring communication is clear and available to all. • Experience in providing reflective supervision to team members ensuring there is focus and solutions identified as appropriate. • Experience in the application of Signs of Safety. • Experience of implementing a safety plan or measures to reduce the risk	<u>Experience</u> • Extensive experience of delivering parenting programmes 1:1 to parents and to groups. • Extensive experience of presenting parenting programmes that are effective and are adapted depending on the audience to ensure they are inclusive. • Extensive experience of using a variety of different direct work tools to capture children's voices to inform future parenting programme planning and delivery. • Extensive experience of working within a multi-agency to support

				for the parent/carer/child or staff member.	with improving the outcomes for children and their families. Experience of supporting the team in using parental feedback to contribute to amending the delivery and finding solutions on how it could be more effective in future.
			Skills - Proficient in the use of Microsoft Word, Excel, and Outlook - Ability to work effectively under pressure, managing time and workload effectively. - Ability to build rapport and relationships with children, young people, and their families. - Comprehensive communication, interpersonal, and negotiation skills - Ability to work effectively as part of a team. - Comprehensive skills in collecting, analysing, and assessing children and families' needs and creating imaginative responses to resolve complex problems. - Ability to deal with difficult/sensitive situations and appropriately handle confidential and sensitive information. - Able to work on own initiative. - Ability to travel on a regular basis between different locations.	Skills - Pro-actively contributes to service plan objectives and targets. - Ability to initiate and develop effective and collaborative working relationships with partners. - Ability to demonstrate empathy and understanding for parents experiencing difficulties in their parenting. - Ability to diffuse conflict and challenge with parents/carers/staff and find solutions as a manager. - Ability to deliver the right programme to the right audience to enable their needs to be met through the delivery.	Skills - Ability to motivate a team, including volunteers and wider partners. - Ability to coordinate a multi-agency group to provide an effective service to children, young people, and their families. - Ability to produce good quality written reports using language that is accessible and easy to understand. - Ability to work well under pressure, identify stressors and/or challenges and to be confident to find own solutions. - Ability to identify own working, learning and management style and areas of development needed to improve the manager you are. - Confident ability in delivering advice and guidance to parents/carers to support with changing their approaches to support a child's development.
Early Help Team Leader 1. Groups 2. Assessment & Intervention 3. Single Point of Access	Range 5	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	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications NVQ4 in working with families with multiple and complex needs (or an equivalent and relevant field of study).	Qualifications	Qualifications
			Knowledge Comprehensive knowledge and understanding of legislation, policy and practice developments relevant to children, young people and their families.	Knowledge - 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.	Knowledge - 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

		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.	• 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	• Consistent demonstration and improvement of comprehensive knowledge and understanding in role	focused and in line with the service plan and strategy • Comprehensive knowledge of processes and confidence to support team members with meeting timescales.
		The post holder will either specialise in Assessment and Intervention, Groups, or the Single Point of Access.	Experience • 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. • Experience of providing coaching, mentoring and supervision to others.	Experience • 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.	Experience • 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.

				- 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.	
			Skills - 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. - 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.	Skills - 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	Skills - 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.
Hub Manager	Range 6	The Hub Manager provides leadership, supervision and support to the Team Leaders and Early Help Coordinators with an accountability to implement a service that meets the needs for Medway families. To be responsible for the quality and performance of assessments, plans and	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications - Degree or related qualification, such as level 3 team leader qualification, in relevant field and/or extensive experience, - NVQ Level 4 in Working with families with multiple and complex needs (or an equivalent and relevant field of study).	Qualifications Working towards level 5 management qualification and completed 50%	Qualifications Operations Manager Level 5 management qualification
			Knowledge	Knowledge	Knowledge

		reviews of families ensuring the work of the team manages risk, need and vulnerability. Undertake audits that inform learning, develop further improvement in the teams delivered and supported through evidence-based training programmes. Support multi-agency teams, working effectively with children, young people and families to meet identified needs. This will include the provision of appropriate services delivered from the hubs and well-being centres which will meet children's holistic needs. To be responsible for data, systems and the reporting against key indicators ensuring the service performance is understood. Use available data, local knowledge and partnership working to analyse the needs of the hub area and shape local services that are responsive to the needs of targeted families. To comply with legislation, statutory guidance and local policies and procedures.	• Expert knowledge and understanding of legislation, policy and practice developments relevant to children, young people and their families which impact on the service. • Extensive knowledge and understanding of safeguarding procedures for children. • Expert knowledge required to recognise and evaluate risk to children, young people and their families and assess measures to reduce that risk. • Expert knowledge and understanding of child and adolescent development. • Extensive knowledge and understanding of equality and diversity principles and relevant legislation and relevant obligations. • Comprehensive knowledge and understanding of a range of issues e.g., Domestic violence, mental health and neglect. • Knowledge of relevant inspection frameworks. • Thorough knowledge of Signs of Safety and how this is embedded through practice	• Comprehensive and consistent demonstration of extensive knowledge and practice within Family Solutions and able to support and develop knowledge within the team • Extensive knowledge of safety policy and relevant inspection frameworks.	• Expert knowledge of evidence-based parenting programmes and strategies. • Knowledge of council priorities and service objectives. • An awareness of the Council's financial regulations and application.
			Experience • Comprehensive experience of working with vulnerable children, young people and families in the public, private or voluntary sector. • Developed experience of providing professional supervision and expert advice and support to the team, including critical oversight of casework. • Demonstrable experience of supporting others to work well under pressure and in difficult situations. • Comprehensive experience of working in collaboration and partnership with other professionals. • Comprehensive experience of assessing and responding to the risk and needs presented by children, young people and their families.	Experience • Comprehensive experience and skilled in using quality assurance systems and digital case management systems. • Comprehensive experience of using audit and performance data to improve practice. • Experience in delivering effective performance management. • Extensive experience of completing comprehensive management oversight on children's files. • Extensive experience of writing to the child in all of the children's records. • Extensive and developed experience of embedding Signs of Safety across practice and providing mentoring to others in developing their practice.	Experience • Developing understanding of organisational roles and responsibilities and the wider impact on services and multi-agency working. • Experience in implementing safeguarding and child protection procedures. • Extensive 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. Ability, to deliver feedback to practitioners to identify areas of development and strengths to support with improving practice. • Extensive experience of using the audit tool to identify good practice

			Comprehensive experience of leading, motivating and developing a team.		and areas of development to then confidently share these with worker and together find solutions for improving practice. - Comprehensive experience of coaching and mentoring staff in all roles within the service. - Experience of running a targeted or universal group with planning, purpose and analysis. - Experience of analysing the impact of the groups delivered in the service through the feedback provided. - Experience of attending meetings on behalf of Family Solutions during periods of absence for the Service Manager
			<u>Skills</u> - Proficient in the use of Microsoft Word, Excel, and Outlook - Ability to work with a high degree of autonomy, managing highly complex or conflicting priorities in a pressured environment. - Highly developed communication, report writing, interpersonal, and negotiation skills and strong ability to build rapport and relationships with children, young people, and their families. - Can lead a team and/or develop others. - 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. - Can effectively resolve difficult/sensitive and escalated situations - Ability to continually seek and implement improvements and help others cope with change.		<u>Skills</u> - Can demonstrate tact and diplomacy - Pro-actively contributes to service objectives and targets and provides innovative ideas and approaches to early help and children’s services. - Ability to confidently coach a member of staff to understand the purpose of risk assessment tools and how they can be used in practice. - Able to analyse the delivery of early help within the team and work collaboratively to apply creative solutions - Consistently able to manage complex and conflicting priorities well. - Can produce a high standard of reports, assessments and plans consistently. - Able to consistently demonstrate ability to effectively resolve sensitive situations

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