

Children and Family Practice Manager

JE Code: JE0954



|  |
| --- |
| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Children’s Services |
| **Reports to:** | Family Support Team Manager |
| **Job Family:** | Care & Welfare |
| **Grade:** | J |
| **Political restricted:** | N |
| **Date:** | March 2023 |

**Key Deliverables**

|  |  |
| --- | --- |
| **1.** | To lead and manage a team of professionals from a range of disciplines, ensuring that casework is allocated and monitored across the team’s area of responsibility. |
| **2.** | With the assistance of a Senior Practitioner, you will manage a team of practitioners who are the lead professionals to vulnerable children and their families who have been assessed as requiring targeted early help services (Level of Need 3).You will manage and ensure the delivery of a range of interventions to support children, young people and families in need and at risk to live safely within their family and communities wherever possible. |
| **3.** | Ensure care plans for children and their families are robust and SMART. You will ensure that cases are progressing to aim towards closure or step down to other services by the 20th week. |
| **4.** | Be responsible alongside the Senior Practitioner for providing supervision and support to ensure practitioners are able to provide the highest quality targeted support to families to prevent needs from escalating and cases from stepping up to statutory services. |
| **5.** | As a Targeted Early Help Manager, you will work closely with the Multi Agency Safeguarding Hub (MASH) and other managers to be part of a rota system to ensure children who come to the attention of the MASH for early help assistance are signposted and supported with the assistance of an Early Help Advisor. |
| **6.** | To ensure that assessments, planning and review are conducted in line with MKC policy and against agreed standards and performance targets. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

|  |  |
| --- | --- |
| **1.** | Qualified Social Worker with a valid Social Work England registration. |
| **2.** | Post qualification awards / specialist knowledge in subjects related to child or family work (e.g. social care, education welfare, youth justice, youth work, psychology, SEN, early years) in addition to experience of managing a team which includes significant supervisory experience. |
| **3.** | Ability to develop and sustain partnership with other professionals and agencies through trust and credibility, and where required lead inter agency meetings and forums. |
| **4.** | Able to analyse and evaluate complex information and make timely and considered decisions in a variety of situations and levels of risk. |
| **5.** | Must be self-motivating, able to lead, motivate, encourage and support staff by sharing own expertise and knowledge taking responsibility for the service delivered and the decisions made. |
| **6.** | Excellent time management, IT skills, written and verbal communication skills and the ability to allocate work and ensure resources available are utilised to meet demand effectively without delay. |



Job Family

Care & Welfare

Grade J

|  |  |
| --- | --- |
| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
 |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

At this level roles are team managers whose deep knowledge of their Social Work or Public Health specialism sees them dealing with a combination of highly complex strategic and operational issues. Expected to deliver innovation and service development, these roles make an important contribution to shaping the Council’s response to the demands made upon it related to the care and welfare of vulnerable members of our community.

### The knowledge and skills required

The expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Roles may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

### Thinking, planning and communication

Problems at this level will include fast-paced operational decision making where juggling resource priorities, client needs, and procedural or regulatory limitations will combine to add considerable complexity to the process. But in addition to this, job holders must take a long-term view of their team’s targets and performance and will be expected to drive improvement through innovation and policy development.

Job holders will have highly developed communication skills usually developed in the social work/public health arena at practitioner level. Job holders will need to influence others at a corporate level in order to achieve team aims.

They will also be regularly dealing with complex and contentious information which will require potentially difficult interactions both inside the Council and with external partner organisations and other stakeholders.

**Decision making and innovation**

Roles are constrained only by very high-level management oversight. Job holders are expected to shape their team’s operational priorities and methods in line not only with Council policy guidelines but according to national standards. Job holders will require discretion and initiative over a broad area of social work/public health activity.

### Areas of responsibility

Job holders will have a major responsibility for assessing the complex needs of large groups of vulnerable individuals and shaping the Council’s response to these needs, devising entire programmes of care and welfare. Their decisions and actions will impact directly on individuals and groups and have potentially long-term consequences.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work professionals, whose specialist qualifications offset this slightly reduced demand.

Job holders will have discretionary budget responsibility and may also contribute to budget setting by assessing financial need in relation to delivery of team aims.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention, while tasks such as report writing and attending case meetings will call for lengthy periods of concentrated mental attention.

Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands. Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.