

## **Job Description**

<b>DIRECTORATE:</b>	Social Services & Wellbeing
<b>DEPARTMENT:</b>	Children and Family Services / Family Support Services
<b>POST:</b>	Children and Families Team Manager
<b>GRADE OF POST:</b>	GR14
<b>RESPONSIBLE TO:</b>	Family Support Services Manager

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### **JOB PURPOSE:**

Provide strategic leadership and operational management and development of Early Help services for children and young people in 3 Locality Hubs across the County and ensure all services are effectively focussed on early intervention and prevention leading to improved outcomes for children, young people, and their families.

Be responsible for the development and operation of effective local, multi-agency partnerships to support quality service delivery to local communities.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- Provide operational management and ensuring synergy across 3 Early Help Hubs, focusing on a cohesive, consistent, and effective service to children and families in order to prevent escalation of any prevailing issues.
- Work in close partnership with the Edge of Care Team Manager and Safeguarding Team Managers to ensure children and families are accessing support that meets their identified need.
- Lead and chair panels that support the Family Support Services Manager and partners in ensuring children and families access the right services at the right time.
- Engage service users and carers in the design and development of services.
- Manage staff and undertaking supervision and appraisal, providing advice and consultation to social work and other support staff in accordance with policy. Managing staff in line with and adherence to the Human Resources policy and procedural frameworks.
- Lead, and work in partnership with the Quality Assurance officer, in implementing the Quality Assurance Framework within Early Help. Take identified learning into teams to improve service delivery.



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- Ensure practitioners build relevant relationships and work directly with young people, delivering evidenced based interventions in line with local and statutory guidance.
- Work productively with other local authorities, schools, health, and community organisations to promote positive outcomes and ensure an integrated approach, which takes full account of the views of other professionals.
- Support the Family Support Services Manager in the development of policy and strategy for the Early Help service, ensuring that it is effective, adapts to change and delivers good outcomes for families with particular focus around increasing the number of children who are supported to live with their families without the need for support from statutory children's services.
- Keep up to date with Council and service policy, national trends, research, Government guidelines, legal issues, etc. to ensure services delivered by the teams are relevant, up to date and fit for purpose.
- Contributing to strategic/management meetings and effective multi-disciplinary and multi-agency working. Supporting the Family Support Services Manager to ensure the effective and efficient operation of the work of the service area including the evaluation of the achievement of objectives, targets, priorities and standards.
- Present complex information in writing and person in a range of settings, including with families, professional forums such as Heads of Service or Council members and colleagues.
- Lead/support the investigation and response to complaints from service users/relatives/carers, undertaking investigations as appropriate and reporting findings to the Family Support Services Manager.
- Lead and provide a culture of continuous professional development across the Early Help teams, through appropriate training, learning and research opportunities in conjunction with the Family Support Services Manager and SCWDP.
- Alert the Family Support Services Manager to action necessary to develop the competencies of staff in the service area as well as the potential need to institute disciplinary procedures and to participate in these procedures where necessary.
- To deputise for the Family Support Services Manager when necessary



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## GENERAL DUTIES

### Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

### Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

### Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

### Criminal Records Check

This post requires a criminal records check through the Disclosure & Barring Service (DBS).



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## Person Specification

### Children and Families Team Manager

The following attributes represent the range of skills, abilities, and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (Yes).

Attributes	Requirements	Essential	Method of Evaluation/ Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>Educated to degree level/recognised professional qualification relevant to the field of children and families.</li> <li>Management qualification or working towards.</li> </ul>	<p>Yes</p> <p>Yes</p>	Production of original Qualification Certificates and application form.
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Significant experience of complex whole family direct work with children/their families within an early help context, in addition to formulating and implementing effective intervention plans with families.</li> <li>In-depth knowledge of the legislative frameworks, government strategies and initiatives relevant to Children's Social Care and Early Help service delivery.</li> <li>Knowledge of assessment/case management procedures and arrangements for the delivery of Early Help/Social Services.</li> <li>Knowledge of procedures and regulations relating to management Including budgeting, financial procedures, personnel, and contracting procedures .</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	



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Attributes	Requirements	Essential	Method of Evaluation/ Testing
<b>Knowledge &amp; Experience (continued)</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge of evidenced based interventions and their impact on facilitating positive change with children and families.</li> <li>• Post Qualification experience of working in a children's social care or family support setting.</li> <li>• Experience of professional leadership, holding accountability for the practice and the development of others.</li> <li>• Experience in developing, piloting, and refining service delivery models to address evolving needs within family support and social care.</li> <li>• Demonstrated expertise in evaluating service effectiveness, integrating innovative practices, and leading initiatives that drive quality improvements across the organisation.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to play a lead role in relation to services and staff in a multi-agency environment.</li> <li>• Ability to think, analyse, plan and act strategically and develop innovative solutions</li> <li>• Ability to analyse and interpret information gathered.</li> <li>• Ability to assess risk and plan appropriately.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.



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Attributes	Requirements	Essential	Method of Evaluation/ Testing
<b>Skills &amp; Personal Qualities (continued)</b>	<ul style="list-style-type: none"> <li>• Ability to form constructive working relationships with colleagues.</li> <li>• Excellent interpersonal, communication (oral and written) and presentational skills.</li> <li>• Ability to demonstrate the leadership and management skills required to manage staff and develop strong relationships across the Early Help teams.</li> <li>• Ability to drive service improvements and embed best practice in Early Help throughout the teams.</li> <li>• Ability to work flexibly, organising own workload and working effectively under pressure in order to ensure the operational effectiveness of all Early Help teams.</li> <li>• Good IT skills.</li> <li>• The ability to communicate through the medium of Welsh.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.



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