**Job Description**

**Family Support Development Officer**

**Education and Children's Services**

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| **Service:** | Children's Services | **Team:** | Early Help Service | |
| **Location:** | Lancashire |  | | |
| **Salary range:** | £44,711 - £49,764 | **Grade:** | | Grade 10 |
| **Reports to:** | Senior Manager | **Staff responsible for:** | | Range of Operational  Staff and Managers  G 8/6 and equivalent |

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| **Job Purpose**  Reporting to the Senior Manager leading a team of professionals and practitioners, to ensure the development, delivery, and continuous improvement of services for children, young people and their families and carers in Lancashire.  The post holder will principally lead strategic and policy development at an Earl Help Level around Family Support Policy.    The Family Support Development Officer will lead the development, delivery and review of children, young people, and their families' services in relation to national developments including Family Hubs, Family Help, Holiday Activities Fund, Reducing Parental Conflict work and other associated initiatives, so that Lancashire’s children, young people, and families receive the support they need to be protected from significant harm and improve their life chances.    To inform and influence subject matter responsibilities particularly new and emerging policy developments such as Family Help. Using knowledge and expertise, the post holder will support early help service delivery, problem solving objectives and develop strategies for use in operational risk management. Using professional discretion and taking responsibility for interpreting Council practice and procedures and decisively influencing senior decision makers.  The post holder will work in partnership with senior/service managers, stakeholders, and key strategic partners to develop policy, procedure, performance monitoring and quality assurance responses which enhance the capability of delivering good early help services in place-based settings.  The Post Holder will lead the delivery of effective support and services to children, young people, and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership which states, Children, young people and their families are safe, healthy and achieve their full potential. To deliver this vision we have agreed five key outcomes:     1. Vulnerable children and young people are safe from harm and build resilience. 2. Children and young people achieve their full potential in education, learning and future employment. 3. Children and young people enjoy heathy lifestyles and know how to help others. 4. Children, young people, and families have a voice in shaping the support they receive. 5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay. |

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| **Accountabilities/Responsibilities** |
| 1. To support the building of positive relationships with children, young people and families; ensuring that their requirements and needs are at the heart of the design and delivery of services in accordance with the Council’s Corporate, Partnership strategy. 2. To build and promote successful partnership working across agencies and practitioners to deliver a cost effective and "good" service delivered by the Family Hubs way of working and Family Help. 3. To provide the required support to service managers to ensure that actions identified in local delivery plans are fully discharged for delivery of services within the Family Hubs and Family Help. 4. To be responsible for the monitoring and providing guidance on complex policy decisions /delivery objectives in relation to Family Hubs and Family Help. 5. Produce recommendations for planning and review mechanisms, performance management and quality assurance arrangements and implement these in collaboration with appropriate senior/service managers. 6. Identify relevant service user focussed, professional guidance and relevant legislative trends that may impact on service delivery and advise senior managers in relation to required service response. 7. Being aware of changes to policy and procedures and plan for consequent changes to services. 8. To work with partners to secure feedback on the effectiveness of services delivered, continuously reevaluate these services and make recommendations for, or act to, make appropriate changes. 9. Plan, implement and evaluate additional small/medium programmes to meet a well-defined brief and provide input to larger projects to resolve specific issues. This may include analysing complex data and producing ad hoc reports using professional expertise. 10. Provide specialist advice, guidance, and support to internal/external partners, making technical/professional recommendations about a course of action appropriate to the situation. 11. Develop and embed a performance culture within the team to ensure targets are met and poor performance is effectively managed. 12. Ensure and maintain effective systems for monitoring, reviewing, and evaluating staff and own performance against the team’s objectives within the Service Plan and the County Council's Performance Engagement process. Take appropriate corrective action as necessary. 13. Develop processes of continual improvement of Services which contributes to improved life chances for children, young people, and their families. 14. To ensure all staff are trained, supervised, developed, and supported to provide the best possible outcomes for children, families, and carers, seeking help from more senior managers and corporate colleagues as appropriate. 15. To ensure the team has in place appropriate systems and procedures to prioritise and manage demands on the service by allocating staff and resources appropriately, in accordance with needs, and Education and Children's Services policies. 16. To undertake audits in line with the service’s quality monitoring requirements. 17. To ensure the County Council's Performance Engagement policy is implemented in accordance with Supervision Policy and Procedures. 21.09.20 V1 18. To support the development of the Council’s policies, processes, practices, and systems in respect of delivery of services, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council and wider partners working with Early Help Services. 19. To produce reports and presentations to relevant stakeholder and management groups ensuring high quality representation of Lancashire County Council. 20. Performing and ensuring the discharge of administrative duties (including budget control, record keeping and health and safety). 21. To support the health and well-being of team members including the promotion of a positive work life balance 22. To provide positive leadership, instilling a clear sense of direction, priority and pace which reflects the council's values.   Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours and periodic involvement in rotas for Standby duties.  *Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.* |
| **Equal Opportunities**  We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work. |
| **Health and Safety**  All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.  **Customer Focused**  We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:**  **Supportive**  We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.  **Innovative**  We deliver the best services we can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.  **Respectful**  We treat colleagues, customers, and partners with respect, listening to their views, empathising, and valuing their diverse needs and perspectives, to be fair, open, and honest in all that we do.  **Collaborative**  We listen to, engage with, learn from and work with colleagues, partners, and customers to help achieve the best outcomes for everyone. |

**Lancashire County Council**

**Person Specification – Grade 10**

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| **Requirements** | | **Essential (E) or Desirable (D)** | **Identified by**  **Application**  **Form (A) or**  **Interview (I)** |
| **Qualifications:** | |  |  |
| Professional and/or academic level qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised, or operational field (e.g., service manager, change management, programme management or strategic management). | | E | A |
| Management Qualification or significant management training | | D | A, I |
| **Experience:** | |  |  |
| Experience at management level in a technical/specialist advisory role within a large and/or complex operation/function/service | | E | A, I |
| Experience of working within and across services or within multidisciplinary teams; providing the technical lead to projects and/or teams outside of direct line management | | E | A, I |
| Experience of implementing national developments at local level | | D | A, I |
| Policy and procedural development and implementation across the area of responsibility | | E | A, I |
| Ensuring delivery against agreed service plans and managing services in line with agreed budgets, targets, and plans | | E | A, I |
| Innovative and creative management of services within a diverse, changing and challenging financial environment | | E | A, I |
| Working with multi agency partners to foster collaboration and joint delivery agreements which meet shared objectives | | E | A, I |
| Management and development of teams to ensure high quality service delivery within an uncertain environment | | E | A, I |
| **Knowledge and Skills:** | |  |  |
| Strong analytical, evaluative, and problem-solving skills | | E | A, I |
| Project and change management skills | | E | A, I |
| Ability to build and maintain effective networks and relationships | | E | A, I |
| Good understanding of Corporate and service strategy and objectives and translation and implementation at local level | | E | A, I |
| Skills in partnership working across Children’s Services environment | | E | A, I |
| Promotes co-operation, working together with other organisations and service users as the means of shaping, developing, and delivering services | | E | A, I |
| Detailed knowledge of early help social policy, and sound understanding of related policies and procedures | | E | A, I |
| Sound knowledge and understanding of the continuum of need, thresholds, and current research on effective early help practice | | E | A, I |
| Knowledge of children's services inspection framework and understanding of the key standards of service expected | | E | A, I |
| Ability to advise and make decisions on Early Help | | E | A, I |
| A clear and compelling picture of the direction early help service provision is going and communicates it with energy and enthusiasm | | E | A, I |
| Promotes working together as one department to maximise resources and minimise duplication | | E | A, I |
| Application of managerial judgement to ensure service area objectives are achieved | | E | A, I |
| Ability to translate broadly defined deliverables into a clear work schedule/annual plan for the team, co-ordinating and integrating some diverse areas of work to provide clear direction for the team | | E | A, I |
| Monitors work plans to ensure performance standards are achieve terms of consistency and quality | d, in | E | A, I |
| Ability to develop, operate and interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service |  | E | A, I |
| Actively uses, organises, and analyses information to inform management processes. | the | E | A, I |
| Excellent communication both verbally and in writing, structures ideas information which results in clarity, understanding and impact. | and | E | A, I |
| Experience leading service change teams |  | E | A, I |
| **Other (including special requirements)** |  |  |  |
| 1. Commitment to equality and diversity. |  | E | I |
| 2. Commitment to health and safety. |  | E | I |
| 3. Always Display the LCC (Lancashire County Council) values and behaviours and actively promote them in others. |  | E | I |