

Job Family:	Delivery – Front Line – Professional knowledge	Grade:	9
Job Title:	Assistant Team Manager - Early Help	Directorate:	PEOPLE
Date:	September 2018	Version:	1:1

Brief Description of job role and department

This role may be based in Children or Adult Social Services. Reporting to the Team Manager, ATMs will be responsible for the leadership and management of the Early Help Service. Using their advanced knowledge and experience they will lead and model practice which meets statutory requirements and provides Early Help and prevention to reduce need and support independence using the relevant practice framework for the service. They will support the manager to develop and embed a culture of learning and improvement through supervision, mentoring, sharing of best practice knowledge, research and the competent application of legislative frameworks, including deputising in their absence.

Representative accountabilities

- Deliver complex service activities and manage caseloads to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Liaise with customers to review service requirements and resolve problems.
- Lead on the development of specific policies and procedures to contribute to the continuous improvement in own work area.
- Where relevant coordinate the work of a team, either formally or as part of a project to ensure individual and team objectives are delivered.
- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

Budgetary accountabilities

- Accountable for approving spends in line with agreed budgets and financial processes and monitoring finance in relation to the Family Group Conference Service

Specific accountabilities

- To work with the Early Help Strategic Manager to provide visionary leadership for the Early Help team and service, including multi-agency partnerships to ensure the delivery of high quality services and support that meet the holistic needs of families in accordance with the Early Help Strategy
- To hold specific responsibility for the development, performance, management and oversight of the Family Group Conference Service
- Accountable to the Team Manager for the performance and management of the Family Group Conference Service and delivery of set performance standards to ensure the quality of practice
- Understand, demonstrate and disseminate the Early Help operating model, supporting internal and external partners and teams to develop competence to

implement and utilise preventative and Early Help practices across the tiers of need to reduce escalation and demand on statutory services.

- To oversee and manage the direct management of cases, using an advanced level of skill, knowledge and competency to work within both statutory and Early Help protocols, ensuring implementation and compliance with local policy and procedure
- Develop the application of Restorative Practices both within the Early Help team and across partners and agencies
- To ensure compliance with safeguarding and safe working practices, including out of hours and duty cover for the Family Group Conference Service.
- To develop effective multi-agency partnerships to embed Early Help across internal and external teams, developing a shared vision and commitment to common aims.
- Accountable jointly with the EHSM for taking decisions regarding casework and/ or practice issues/concerns in accordance with supervisory responsibilities and departmental delegated powers.
- To ensure the quality of practice and performance is consistently high, and key performance indicators are met.
- To assist staff to make professional decisions based on observations and analysis with the service user at the centre of practice.
- Using a facilitative, reflective approach and using constructive challenge, create a culture to ensure that the best outcomes are achieved and that service users are placed at the heart of practice whilst prioritising safeguarding.
- Recognise, respect and value the expertise of practitioners and other professionals and support the implementation of a practice framework underpinned by theory and research, in line with the organisation approach to practice.
- Assess different learning styles and apply emotional intelligence when engaging and communicating with staff to achieve maximum benefit and positive outcomes.
- Identify significant incidents, events or trends, including managing and mitigating risks within the delivery of the service and alerting the leadership team as appropriate.
- Carry out any other duties, commensurate with the post, as may be required for the efficient running of the service

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with the most complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance.

Roles requiring a level of professional expertise to deliver a front line service.

Person specification (knowledge, skills, experience and behaviours required in the role)

- A relevant Professional Qualification and evidence of ongoing learning and development
- A minimum of 3 years post qualification experience in a relevant field, demonstrating an advanced level of skill, knowledge and experience
- Commitment to develop management skills and knowledge using both formal and informal methods of learning and development,
- Evidence of undertaking regular continued professional development
- Ability to understand analyse and respond to risks across the continuum of need.
- Practical experience of managing and analysing complex cases, to be able to demonstrate the ability to form professional judgements using information from a range of sources.
- Ability to analyse and Interpret data to inform practice, performance and commissioning intentions
- Knowledge of policy and practice relating to specific client group
- Knowledge and understanding of safeguarding policy, commensurate to role and responsibility
- To be part of the teams out of hours rota, providing support, guidance and direction as appropriate
- Advanced knowledge of theories, methods, tools and application of these to inform best practice.
- Ability to work across the specialist professional knowledge and methods EG; social work, occupational therapy, partner agencies.
- Experience of multi-agency working and evidence of taking a lead role for example through chairing of multi agency meetings. Able to demonstrate how this has led to positive outcomes.
- Knowledge of the principles of performance management and have effective methods to deliver these.
- Understanding of the principles and practice of reflective supervision and the ability to lead and motivate staff
- Excellent communication skills including oral, written, negotiation and role modeling
- Excellent organisational and planning skills
- Ability to follow direction and meet statutory requirements
- Ability to adapt and cope with a changing environment and support colleagues in these circumstances.
- Ability to manage pressure effectively and cope with conflict in a professional way.

- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.

- Safeguarding vulnerable Adults and Children