



Family and Youth Resilience: Lead Family Coach (Multi - agency Team)

Scale point: 38-41 | Based in Kingston and Richmond | Fixed Term | Full time

About the service

The Youth and Family Resilience Multi-Agency Team is part of the Youth Resilience Service within AFC Early Help Directorate. The Multi-agency service will work alongside practitioners to undertake direct, specialist work with children, young people and families. Through the addition of capacity and expertise, practitioners will be able to better help families tackle and make sustainable change when there are complexities. This could include issues relating to domestic violence; adult mental health problems; adult substance misuse, parenting capacity and worklessness. The Multi-agency teams will work alongside both the Family and Youth Resilience Safeguarding Adolescents Team, Youth Offending Service and wider statutory social work teams.

About the role

The Lead Family Coach will support the Team Manager with the operational management and leadership support across the service geographical areas. The post holder will be responsible for managing Senior family coaches and family coaches.

The role will ensure high levels of quality interventions, effective case management oversight, decision making and overall performance in the best interest to adolescents and their families. They will use AfC's social work practice model, Signs of Safety, agreed quality standards and operating procedures. The role will represent AfC at operational and strategic multi agency and others meetings as appropriate. The post holder will support the team's professional development and have a strong understanding of the people's policies to maximise productivity, performance and achieve the best outcomes for adolescents and our workforce's development. In all roles across AfC the post holders will be expected to develop and lead a culture of partnership and innovation, so that services are child focussed, flexible and adaptable. The whole organisation should learn from mistakes, share knowledge and challenge existing practice.

About you: our role specification

Qualifications

- Minimum Level 4 professional qualification in a relevant discipline (e.g. family support, education, social care, youth work, early years)
- Proven evidence of continuing professional development

Skills and experience

- Experience in leading a team, undertaking line management, performance and professional management to get the best out of the team
- Experience of providing regular case management supervision with strong focus on reflective practice and professional support
- Experience of using quality assurance processes and performance management mechanisms within service delivery
- Experience of risk management and safeguarding in the context of family support within multi-disciplinary team work
- Experience of working with vulnerable and complex needs children
- Experience of using and applying evidence based best practice interventions and methodologies
- Experience of building strong partnerships, maintaining relationships and co-producing solutions to challenges across a diverse set of stakeholders, including children, young people and their families. Advocating the voices of those we are working with.
- Proven ability to effectively use data, intelligence and evidence to create meaningful insight and to inform own decision making.
- Experience of keeping and maintaining records (in accordance with local policy) and producing accurate reports, presentations, written updates to a range of stakeholders (which may include families, children or young people).
- Experience of addressing specific equality or diversity issues within your practice with colleagues/service users and taking action to solve them.

Personal attributes

- A passion for Achieving for Children's vision, mission and values (trust, value, respect) to support children and young people to live safe, happy, healthy and successful lives.
- Able to use a range of digital hardware or software to support your work effectively i.e. Microsoft or Google software.
- Strong organisational abilities including: time management, creative-thinking, problem-solving and multitasking.
- Able to work flexibly and independently with limited management oversight.
- Personal determination, drive, energy and ambition to achieve challenging objectives, celebrate success and deliver excellent outcomes for children using a strength based approach.
- Commitment to resource-sharing and collaborative working within Achieving for Children and across organisational boundaries in the best interests of children and families.
- Good communication and interpersonal skills that are open, honest, persuasive and pragmatic, including excellent negotiation and influencing skills.

The post holder will be expected to undertake other duties commensurate with the grade of the post, including deputising or working flexibly across the week to meet the business demands. This job profile is provided for guidance only.

Version_0.2_May 2021