

LONDON BOROUGH OF MERTON
CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Development Manager

Grade: ME14

DIVISION/SECTION: Early Years

Location: Based at Civic, Bond Road Family Centre and Steers Mead Children's Centre, but able to work across various locations in the borough

Responsible to: Service Manager Children's Centre and Family Hubs

Responsible for: Early Help Support Coordinator (ME9) x2, Apprentice x 1
Multi agency training, practice development and continuous improvement across the wider Children's Workforce. Strategic lead for the wider service statutory Information duties and Children's Centre practice and development

Post number:

Date: Updated September 2022

1. MAIN PURPOSE

The post holder, under the direction of the Service Manager, is responsible for key service strands within the Service. They will ensure the ongoing development and day-to-day operational delivery, working with colleagues and partner agencies through support and challenge to achieve the objectives of the services, to fulfil quality assurance standards and targets, and to monitor performance.

The post holder will, exercise a high level of expertise and knowledge in the areas of decision making, child protection, and application of thresholds and pathway planning for families, which includes escalation or stepdown to alternative universal/preventative services.

To have lead responsibility for the development and borough wide implementation of the Family Hub approach, embedding the practice model across the multi-agency networks so that high quality services/practices are delivered, in accordance with the assessment frameworks and the MWBM, with accountability to a range of partnerships including Merton's Children's Safeguarding Partnership

To lead on specific areas within the identified priorities to ensure that there is clear coordination and quality assurance of early help/family hubs, with

effective integration between Early Help and the Children and Family Hub and First Response with a shared focus on the journey and experience of the child and family

To lead on key aspects of the Family Hub project plan and strategy and to be the named Officer with the mandated lead for developing, monitoring, reviewing and evaluating the borough wide multi agency family hub workforce model, coordinating existing services so that agencies and practitioners understand and follow early help processes and there is support and challenge within this process.

2. MAIN DUTIES AND RESPONSIBILITIES

Training and Workforce

- To lead on the development and delivery of the training strategy that includes referral and assessment frameworks through robust and effective engagement with senior leaders from education/, schools, health agencies, commissioned services and other statutory partners within the Children's Trust and MSCP. This includes a particular focus on achieving joined up, integrated and sustainable partnerships, underpinned by training, to embed the new models and frameworks.
- To lead on single agency training and professional development for Early Help staff within the CSF directorate and multi-agency Early Help training across the key partners.
- To be the named Head of The Merton Open College Network accredited College, taking on the combined role of Head of College and Internal Verifier, and be responsible for the meeting of standards, design, writing, production of accredited and non-accredited courses in relation to the Services CPD requirements and multi-agency training needs

Best Practice, standards and continuous improvement

- To establish high standards of interagency understanding, cooperation and best practice for integrated working and the protection and safeguarding of children.
 - Ensure vulnerable children, adolescents, their families and/or carers and professionals receive high quality and responsive services as set out by the London Borough of Merton's policies and procedures and enshrined in the Children's and other relevant legislation relating to Every Child Matters
 - To lead on the direct work with the key partners to embed best practice through managing direct work in education settings/ voluntary and community sector, underpinned by the Merton Family Wellbeing practice model and presenting needs of the family, focusing on the upskilling of the TAF processes and effective utilisation of the agreed tools
- To ensure that the delivery in practice is good to outstanding through a robust quality assurance framework for the learning, development and

onsite support in settings and schools, challenging areas of weakness directly with senior leaders, ie head teachers

- To lead on the development and embedding of the cycle of continuous improvement which includes the services' practice and service standards, the auditing and monitoring framework and the arrangements for capturing user voice and satisfaction feedback to inform service development and improvements.

Strategy/Policy/Protocols

- To be responsible for the writing and production of a range of applicable protocols and processes to include local arrangements between statutory children's services and designated Service, in order to ensure that thresholds are adhered to and risk is managed, supporting families to access the most appropriate services to meet their needs
- To lead on the production of all service specific documentation in relation to practice and service standards, including local protocols and policy development ie TRIEX protocols such as referral pathways, early help assessment frameworks, service strategy, working practices/manuals and working protocols in consultation across the wider partnerships and strategic boards

Operational Delivery

- Day to day management of the Early Help Coordinators team to ensure all children, young people and families and professionals receive responsive information, advice and guidance and access to services that prevent harm and promote children's life chances and prevent children and young people coming into care.
- To be the point of contact for identified services, and to inform the development of electronic processes, documents, training and quality assurance for the framework ensuring inspection readiness.
- Have a lead responsibility for responding to requests for information gathering for referrals into the Service, exercising high level decision making to determine access to the most appropriate service to meet a family's need. Ensure all requests are processed within agreed timeframe of receipt and there is follow on confirmation of the outcome
- To provide effective management to a team of staff so that the aims of the new service and the Council's statutory duties of section 12 Childcare Act 2006 (information duties) and the SEND 2014 Regulations (Part 4 Local Offer) are delivered, through accurate dissemination of information, advice and guidance via electronic directories, telephone, face to face with families.

- To manage the delivery of an effective and dynamic early help and prevention service, managing resources and contributing to and achieving goals as set out in the Service Plan

General and management

- To ensure relevant information is shared appropriately with consent in line with corporate procedures and policies
- Promote a high standard of recording by workers and quality assure the standard of recording and compliance with database and tracking systems
- To manage a team of staff, ensuring that the professional development needs of all staff are met by regular supervision which is recorded on appropriate systems and a copy given to each member of staff
- Ensure that all work is focused on improving evidence based outcomes and impacts for the child/family, identifying risk factors and dealing with these appropriately in accordance with local Safeguarding protocols
- Ensure services are responsive to and value diversity and are fair, consistent, inclusive and service user focused
- Ensure timescales for requests for support, assessments, plans and reviews are adhered to in line with Service performance framework and contributing to the achievement of performance targets
- Develop and maintain positive working relationships with a range of internal and external stakeholders, including families, for the purposes of delivering integrated services and improved outcomes for children, young people and their families
- Promote and maintain accurate management information through the appropriate IT systems in line with requirements and departmental recording methods to support monitoring, performance management and service development.
- Take responsibility for own professional development including keeping up to date with research and evidence based practice

Other Factors

1. To work flexibly to meet the needs of the service which will/could include 'out of hours', morning, evening and weekend work.
2. To undertake duties commensurate with the grade of the post as required from time to time

3. To be aware of and understand Merton Council's equalities and diversity policy and ensure that at all times the duties of the post are carried out in accordance with the policy.
4. To ensure that the corporate, departmental health and safety policies are implemented at all times and to raise any concerns regarding their operation, or any other health and safety matter with the line manager.
5. To ensure that within the scope of the job purpose, the Council's aims in relation to customer service are achieved and adherence to confidentiality policies and the sharing of information.
6. To undertake such other duties as may be required to support the delivery of the Family Wellbeing Service, provided that they are commensurate with the grade of the post.

This post requires an enhanced DBS check to be carried out and it is the London Borough of Merton's policy for a re-check to be done every three years.

LONDON BOROUGH OF MERTON
CHILDREN'S SCHOOLS AND FAMILIES DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Development Manager

Grade: ME14

Date: Updated September 2022

1. A degree or equivalent professional qualification in the field of social care, education or health with extensive and relevant management experience.
2. Understanding of and ability to work within the frameworks of the legislation, processes and systems that underpin the delivery of services to Children and Families
3. Ability to assess and analyse levels need / risk and to exercise high level decision making to determine access to the most appropriate service to meet a family's need.
4. Knowledge, experience and understanding of the needs of children, young people adolescents and their families and the various factors that can impact on development, wellbeing and outcomes
5. To have recent and proven management experience within a service that works with a range of agencies and families with complex needs, providing support, advice and advocacy with a view to improve outcomes for children through the use of evidence based practice / tools and theoretical frameworks
6. Experience of staff management with strong supervision skills and the ability to develop individual and team performance through effective supervision arrangements
7. Ability to collate, interpret and analyse data, including budgetary and financial information

8. Excellent communication and interpersonal skills with the ability to deliver training and provide support and challenge to senior colleagues across the multi-agency network.
9. Ability to work flexibly, responding to competing demands, role modelling positive work ethic and working precisely under pressure and meet tight deadlines.
10. Good level of IT skills including intermediate use of word and excel and data management systems, with the ability to analyse information to support the management and development of the service