

Job Description

Job Title: Deputy Centre Manager (Family Contact Centre)	Service Area: CYPS - Early Start
Grade: PO3/04	Date last updated: October 2021

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Core Purpose of Job

To co-ordinate, deliver and develop the Family Contact Centre Services, working with the Service Director and Centre Manager. To protect and safeguarding children through:

- Building trusted and responsive relationships
- Working with partners to co-ordinate appropriate interventions that protect and safeguard.
- Managing a team of staff to do the same.

Job Context

1. The post holder is accountable to the Centre Manager and reports to the Service Director.
2. The post holder will be required to manage the delivery of services and staff assigned to the Family Contact Centre.
3. The post holder will have line management responsibility for up to six supervisors engaged in casework and the centre's administrator.
4. The post holder will be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.

Key Tasks and Accountabilities:

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.

1. To manage referrals and allocate casework and resources effectively.

2. To complete all necessary administrative procedures and maintain high standards of record keeping, ensuring that information is timely, accurate and complete and complies with recording and performance requirements.
3. Ensure all casework is managed in line with operational standards including allocation of referral, planning meetings, booking of contact sessions and supervisors, chronologies, action plans and reviews.
4. Ensure that contact reports are quality assured in line with operational standards and recording is factual, details engagement with service users and is a fair, unbiased record of the event.
5. To engage with children, young people and families in a way that builds on their strengths and enhances and develops their ability to protect and safeguard their children.
6. To induct, support, appraise and manage staff.
7. To lead, manage and participate in regular caseload group support/supervision.
8. To manage meetings and co-ordinate training as required.
9. To work together with colleagues across Early Start and partner agencies to promote the best possible outcomes for children and families.
10. To facilitate assessments, planning and review of casework; using all appropriate resources and evaluation of potential risks.
11. To be proactive and assertive in carrying out casework and management oversight of casework.
12. To ensure services are risk assessed and appropriate to the needs of service users including community contacts.
13. To support staff in managing families and young people in need and or in crisis, focused on delivering interventions that are evidence based and outcomes focused.
14. To keep up to date and comply with corporate policies and procedures in managing buildings, resources, and staff, notably policies and procedures concerned with safeguarding, health and safety and risk assessment.
15. To contribute to developing an organisational culture which is positive, forward looking, results orientated and continually improving.
16. To value and celebrate the diversity of the community and organisation through personal example, open commitment and clear action to promote equality of opportunity in service delivery.
17. To attend and contribute to supervision, group discussions and appraisal sessions with the line manager and ensure that they are informed of any circumstances requiring management oversight including issues around safeguarding.
18. To undertake mandatory and other relevant training as required, including requirements for continued professional development.
19. To support policy developments and improve quality standards within the service.

20. To be the nominated senior staff member as required and manage any operational issues arising, including directing compliance with health and safety regulations and other practice related issues such as safeguarding matters.
21. To carry out any other duties that is in line with the purpose and grade of the job.

Personal Specification

Job Title: Deputy Centre Manager (Family Contact Centre)	Service Area: CYPS - Early Start
Grade: PO3/PO4	Date last updater: October 2021
IMPORTANT INFORMATION FOR APPLICANTS	
<p>The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.</p>	
CRITERIA	
KNOWLEDGE: <ul style="list-style-type: none"> • An awareness of relevant children’s legislation and policies. • Understanding of the demographics of the borough and of delivering culturally appropriate services that are responsive to the needs of children young people and their families acknowledging the impact of social exclusion. • Understanding and commitment to service delivery which embraces the principles outlined in Children Acts 1989 and 2004. • Good understanding and awareness of child protection, safeguarding principles and issues, including risk assessment. • An understanding of how to build strong outcomes-focused relationships. • Knowledge of the evidence-base: what works in supporting children, young people and families to achieve positive outcomes and good practice. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
QUALIFICATIONS <ul style="list-style-type: none"> • A professional qualification relating to working with children, young people and families. Or demonstrable academic achievement/experience and a willingness and ability to undertake training appropriate to the role. • Evidence of continuous professional development 	<p>Application Form/Interview</p> <p>Application Form/Interview</p>
EXPERIENCE <ul style="list-style-type: none"> • Experience of working with children, young people parents/carers to achieve positive outcomes. • Experience of managing staff and volunteers. • Experience of building positive outcomes focused relationships. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p>

<ul style="list-style-type: none"> • Experience of working with other services and agencies to deliver protect and safeguard children. • Experience of delivering evidence based effective early intervention and/or preventive programmes. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>SKILLS AND ABILITIES</p> <ul style="list-style-type: none"> • Ability to form successful outcomes-focused relationships. • Ability to make decisions at management level appropriate to the role. • Ability to work in partnership. • Ability to manage a team effectively. • Good communication, influencing and networking skills with the ability to negotiate effectively and achieve desired outcomes. • Ability to use case management systems and ensure recording both timely and robust. • Ability to organise task and workload independently and meet timescales, demonstrate accountability and seek appropriate management oversight. • To demonstrate continuing development, related to practice and contribute positively to the process of supervision and appraisal. • Demonstrable IT skills and competence. • Ability to integrate an equalities, social inclusion and valuing diversities approach in service delivery. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONALSTYLE & BEHAVIOUR</p> <ul style="list-style-type: none"> • Willingness to work flexibly and collaboratively as required to meet changing service needs. • Self-starter with good motivation to complete tasks. • Integrity to offer high quality, value for money services. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS</p> <ul style="list-style-type: none"> • This post is subject to a DBS enhanced disclosure. 	<p>Satisfactory clearance at conditional offer stage</p>