

## Kent County Council

Job Description: *Family Hubs Health Integration Manager*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Transformation and Innovation Unit</b>
<b>Grade:</b>	<b>KR12</b>
<b>Responsible to:</b>	<b>Family Hub Programme Manager</b>

### **Purpose of the Job:**

To provide specialist leadership to develop and design new pathways for families to access integration services delivered across midwifery, health visiting and open access services and through to wider community services. Including the development of a new shared single Family Hub assessment involving midwifery, health visiting and open access services and establishing comprehensive data sharing across all services delivered by Family Hub.

To lead workstreams across health partners and local authority children's services to establish robust systems, processes and governance arrangements for services from 0-19 years involving the Kent County Council leaders, the Kent and Medway Integrated Care Board, and Health leaders and key partners.

### **Main duties and responsibilities:**

1. Establish a seamless service which supports families from conception to adulthood according to the Family Hub framework, by aligning and integrating relevant health and care services.
2. Collaboratively design, develop and lead delivery on all aspects of Family Hub health integration workstreams, in a way that generates buy in and collective ownership to ensure the programme is successfully delivered on time and within budget.
3. Through strong leadership communicate and deliver the achievement of a coherent vision, values and culture to improve outcomes related to health and social care and ensure effective monitoring arrangements are in place.
4. Lead, coach and coordinate multi-disciplinary and sometimes partnership workstreams to ensure health and open access services are joined up and key staff informed, trained and working towards new ways of working. Develop comprehensive workstream plans, coordinate all tasks, monitor progress, and ensuring the project team and wider health care partners are working effectively and collaboratively throughout the duration of the programme.
5. Pro-actively develop strong stakeholder relationships. Work to identify opportunities for improved collaboration and resolve any barriers to change alongside relevant partners, including but not limited to; Early Years services, Public Health Services, Directors,

Members, Youth services, schools, DfE, parents / carers, Midwifery, Health Visitors, Perinatal Mental Health.

6. To act as a health care specialist in the development, design and evolution of a fully Integrated Family Hub model, both physically and digitally. Drawing insight from best practice to guide workstreams. Ensure accurate health content and information is included in the Best Start to Life Digital Offer and all forms of media promoting and signposting to Family Hub services.
7. Lead on promoting Family Hubs within KCC and across partnership agencies to ensure full user and stakeholder participation in the development of appropriate initiatives. This may include the drafting and delivery of project reports, briefing papers and presentations.
8. Support the Programme Manager in establishing and representing as required at Health Governance and partnership meetings, key engagement events, management meetings and partnership boards. Championing a shared vision for Family Hubs and driving forward the Best Start to Life agenda for successful collaboration and change.
9. Ensure the alignment of all relevant local and national health, care, children's and family agendas. Joining up strategies and initiatives across the Integrated Care Board, NHS, and KCC to ensure Family Hub, Best Start to Life and other relevant frameworks and policies are fully embedded and provide sustainable support.

Footnote: This job description is provided to assist the job holder to know what his/her/their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: *Family Hubs Health Integration Manager*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to degree level or equivalent recognized health care qualification
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Management experience in health services, such as health visiting and midwifery, and/or social care, in children and young people services</li><li>• Evidence of significant expertise in leading the delivery of complex programmes or change agendas</li><li>• Experience of working with senior managers to identify improvements in collaboration and service integration</li><li>• Experience of successfully engaging and working with stakeholders from a wide range of disciplines in a multiagency environment, driving forward joined agendas for change</li><li>• Experience with leading on workstreams and coordinating project groups transformative programmes</li><li>• Extensive experience of writing reports which are clear, concise and accessible to a variety of audiences</li><li>• Significant and demonstrable experience of building and maintaining positive working relationships both within the organisation and with external bodies</li><li>• Experience in integrating and/or pushing joint agenda's across health and care, using change management methodologies and delivering system change</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Leadership skills with the capacity to develop a shared vision for service change</li><li>• Excellent communication skills to communicate with people at all levels</li><li>• Excellent presentation and facilitation skills</li><li>• Ability to think creatively and strategically</li><li>• Ability to manage and deliver change appropriately</li><li>• Proven ability to develop effective partnerships to achieve practical outcomes across organisational boundaries including statutory organisations, external agencies, community and voluntary organisations</li><li>• Ability to challenge accepted ways of working</li><li>• Excellent organisational and co-ordination skills</li><li>• Ability to meet strict deadlines and targets</li><li>• Programme and project management and assurance</li></ul>

	<ul style="list-style-type: none"> <li>Ability to work at pace, while being adaptable and having a flexible approach, the Family Hub programme is a fast paced programme with tight deadlines and timescales.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Excellent knowledge and understanding of change management</li> <li>Strong knowledge of legislation relating to the Children, Early Help, Children's Health Services</li> </ul>
	<ul style="list-style-type: none"> <li>Comprehensive experience and understanding of the relationship between health services, like health visiting and midwifery, and social care, in children and young people services</li> <li>Detailed understanding of a range of project and change methodologies.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>

# Organisational Responsibilities

All Corporate Directors, Directors and Heads of Service have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows

## Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's Looked After Children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code)
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

## Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies

## Embedding Commissioning and Engaging Relevant Markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

## Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance
- Deliver to agreed budget and income targets

