

<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Early Help and Preventative Services</b>
<b>Grade:</b>	<b>KR11</b>
<b>Responsible to:</b>	<b>Strategic Development Manager – Open Access (Eastern Division)</b>

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

To lead and manage the delivery of the Together with Parents Model across the county to parents and carers of children and young people that are in receipt of a diagnosis, awaiting diagnosis, or considering a referral to the Neurodevelopmental (ND) Pathway.

As an experienced manager, you will provide strategic oversight and operational management of all elements of the Together with Parents commissioned service, ensuring robust management and quality assurance, accountability and performance management and that contractual targets are delivered.

As an experienced parenting practitioner, you will establish and maintain robust multi-agency links with the key partner agencies in order to promote an integrated and joined up approach to work with parents, ensuring a consistent and reliable countywide service is delivered, with in-built flexibility to meet local demand.

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

- To ensure the delivery of excellent, innovative services across the county. Champion the KCC vision to ensure the delivery of high-quality Early Help services for children and families that improve outcomes, including identifying, disseminating, integrating and promoting excellent evidence-based practice
- To provide strategic and operational oversight and direction in the development of the Together with Parents service, contributing to the design and delivery of appropriate business plans to ensure the service performance levels and budget requirements are met.
- Promote and develop experts with lived experience within the delivery model in order to strengthen and promote a robust model of working, ensuring the voice of the child/young person is also embedded into all areas of the delivery model.
- Have a regular presence in each location, attending the area team meetings and chairing the county team meetings. Build robust links with internal teams, such as Integrated Children's Services (ICS), SEND, Front Door, etc. and external teams. Work collaboratively with the commissioned services to promote successful outcomes and improved wellbeing for parents, carers and their families by championing the use of co-production to regularly evaluate the service, identify any issues and deliver appropriate solutions.
- Represent the service at key forums covering both KCC Children, Young People and Education (CYPE) and Kent and Medway Clinical Commissioning Group (CCG). Develop strong, positive relationships with key operational and strategic stakeholders.
- Monitor the performance and quality of the service monthly to ensure the Together with Parents service is meeting all the standards required. Understand and communicate the

reasons for under performance and the actions being taken to bring the service back on track. Provide quarterly comprehensive outcome focused reports and case studies detailing the progress of the service against its key performance indicators.

- Be accountable for the management of the budget. Control, monitor and forecast expenditure, taking remedial action as required to enable cost effective services to be provided within the allocated cash limit. Hold Responsibility for ensuring that KCC Financial Regulations are met by staff across the Service.
- Work with commissioners to ensure that any issues that are impacting on contract performance of the Together with Parents service, whether originating from KCC and/or the commissioned provider, are mitigated against and solutions are sought to improve provision.
- Act as the lead safeguarding representative for the Service. Ensure that all staff and Volunteers have the appropriate level of safeguarding training, and that relevant safeguarding policies are in place. Provide or organise training where appropriate to ensure the service has a safeguarding, health and safety and confidentiality 'culture' and that staff and volunteers understand the importance of this. Ensure the commissioned services are regularly updated on relevant areas of theory/practice from ICS and other CPD.
- And any other reasonable expectations associated with the position and service delivery currently or arising as the service develops in future.

Footnote: This job description is provided to assist the job holder to know what 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: Service Co-Ordinator – Together with Parents

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

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

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 4-5 Diploma (or equivalent) and advanced level professional qualification and/or relevant experience.</li><li>• Evidence of continuous professional and management development.</li><li>• Completed Kent Manager or commitment to undertake</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Robust experience of working within Early Help Services and delivery and supervision of interventions that support parents to build resilience.</li><li>• Experience of leading and managing a team across a large geographical area to set and achieve service objectives and standards.</li><li>• A proven record of successful service development and delivery, involving collaborative practices across multi-disciplinary teams to promote better outcomes.</li><li>• Experience of mobilising and developing new services across a large geographical area, including the development of action and improvement plans to assist enhanced service delivery.</li><li>• A track record of using co-production with people who use the service and partnership agencies to identify gaps in provision and find appropriate solutions, which promote successful outcomes.</li><li>• Experience in staff recruitment and selection, induction, training, monitoring and evaluating of performance for both volunteers and paid staff.</li><li>• Experience of managing volunteers and the related policies and protocols.</li><li>• Experience of managing and monitoring budgets across a number of services and forecasting expenditure.</li><li>• Experience of managing complaints, compliments and incidents within a service, ensuring they are appropriately recorded, investigated and communicated.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent oral, written, IT communication and negotiation skills, with the ability to utilise these skills across a wide range of audiences and appropriate formats.</li></ul>

	<ul style="list-style-type: none"> <li>• The ability to work to tight deadlines with limited resources and prioritise workload effectively</li> <li>• Ability to work with, lead and motivate a staff team across a large geographical area.</li> <li>• Ability to develop and maintain effective working relationships, including the ability to work collaboratively with local organisations.</li> <li>• Ability to operate a 'Customer first' culture, involve staff, volunteers and parents accessing the service in the implementation of strategic and operational plans.</li> <li>• High level of practical analytical skills and understanding of data relating to practice to enable effective planning and delivery.</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• A detailed knowledge of the value and experience of using evaluation systems and outcome tools to measure progress and encourage co-production.</li> <li>• A comprehensive understanding and up to date knowledge of the issues a parent may face when they have a child or young person who has Autism and/or ADHD.</li> <li>• Knowledge of examples of evidence-based programmes available to support parents to build on their understanding of their child with Autism and/or ADHD and offer practical skills.</li> <li>• Understanding of child and adolescent development and parenting skills.</li> <li>• Knowledge of Early Help and Prevention, and an understanding of relevant legislative and policy frameworks which impact on the service.</li> <li>• Excellent knowledge and understanding of Safeguarding policies and procedures, in particular threshold management. Robust knowledge of Health and Safety and Data Protection legislation.</li> <li>• Knowledge regarding the range of support currently available for Parents and carers in Kent and where to find it.</li> <li>• Knowledge of national and local policy and legislation related to children, young people and families impacted by Autism, and/or ADHD.</li> <li>• Good knowledge of Project Management processes.</li> <li>• Commitment to equalities and the promotion of diversity in all aspects of working.</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>• Commitment to developing and maintaining a high level of service to parents, partners and other stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• A positive, self-motivated and enthusiastic attitude to work.</li> <li>• Excellent presentation, communication, negotiation and influencing skills (written and verbal).</li> <li>• The capacity to handle pressure and to be adaptable to changing or conflicting demands.</li> <li>• The ability to identify solutions to problems and implement them.</li> <li>• The ability to actively contribute ideas and suggestions that improve the quality of service</li> <li>• <b>Open</b> <ul style="list-style-type: none"> <li>– Act with integrity, honesty and transparency</li> <li>– Work in new ways</li> <li>– Treat people fairly and with respect</li> </ul> </li> <li>• <b>Invite contribution and challenge</b> <ul style="list-style-type: none"> <li>– Work collaboratively to find new solutions</li> <li>– Put the interests and wellbeing of customers first</li> <li>– Be open to challenge</li> <li>– Actively encourage and expect contribution</li> </ul> </li> <li>• <b>Accountable</b> <ul style="list-style-type: none"> <li>– Take personal and professional responsibility for your actions and performance</li> <li>– Focused on outcomes</li> </ul> </li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul>