

Kent County Council

Job Description: Family Group Conference Team Manager

Directorate:	Children, Young People and Education
Unit/Section:	Specialist Children's Services
Grade:	KSJ
Responsible to:	Service Manager - CSWT

Purpose of the Job:

Manage a Family Group Conference (FGC) team ensuring the effective and efficient delivery of a family group conferencing service and to contribute to the ongoing development and service delivery standards of the service as a whole. Services to be delivered in accordance with legislation, Corporate and Directorate policies and within allocated cash limits.

Main duties and responsibilities:

- Manage a team of FGC Co-ordinators, Senior Co-ordinators, Support Staff, within the Kent Social Connections Service to provide a service to clients in accordance with legislation, policies and practices.
- Lead and direct the work of the team to ensure that they effectively fulfil the complex changing demands of the service. Provide day to day support and professional supervision of all staff as required and manage their performance.
- Allocate resources and workload across the team to ensure effective delivery of service within allocated cash limit, taking into account local and national priorities
- Develop, enhance and maintain locality specific collaborative working with a broad range of agencies including education, health, police, housing and other specialist agencies ensuring positive outcomes for children and young people.
- Ensure that process remain focused on the needs of the child/children concerned.
- Ensure that the FGC practice and management of the team develops in accordance with the principles, aims and quality standards of FGCs as determined by FRG Framework on the accreditation of FGC Projects.
- Manage a referral and allocation system for the team you are responsible for in accordance with referral policy for the service.
- Work with your team to provide a family group decision making service in response to appropriate referrals within agreed timescales, which meet the needs of the client and service standards.
- Recruit and manage staff. Develop and motivate staff groups capable of fulfilling changing demands of the service, through day to day support and providing for high quality caseload supervision to ensure ongoing continuous development of staff in order to provide a high quality and consistent service to clients and referrers.
- Work with other Team Managers and the Service Manager to ensure consistency of practice across the county.
- Be responsible for managing team budget. Control, monitor and forecast expenditure in order to deliver effective services within the allocated cash limit.
- Contribute to the development of, and maintain an up to date administration system, including electronic client files.
- Where necessary attend FGCs/family meetings with Coordinators to support them.
- Assist with the development of policy, procedures and practice guidelines.

- Gather and provide statistical information as required.
- Develop and maintain links with other parts of Children's Services, other KCC directorates and external agencies and other teams as well as the wider FGC and FRG network.
- Design and deliver presentations to relevant Services, other KCC directorates and external agencies to promote the Service.
- Take a lead role in identified responsibilities that have a Countywide focus within the service, such as advocacy or family member groups.
- Maintain an up to date knowledge of FGC related research and evaluation.
- Contribute to the design and delivery of training and presentation work related to Family Group Decision Making for a variety of forums within Children's Services and other agencies. Attend training events to develop skills and knowledge based on identified learning needs.
- Contribute to the design and delivery of training for Coordinators and other staff plus referrers.
- Undertake case audits to quality assure file management and standards of practice.
- Deputise for Service Manager when requested to do so.

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

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Person Specification: Family Group Conference Team Manager

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.

	CRITERIA
QUALIFICATIONS	<p>NVQ Level 4 or equivalent in relevant field such as Social Work, teaching, mediation, youth work etc</p> <p>(If relying on Social Work qualification you will be required to be registered with HCPC)</p>
EXPERIENCE	<ul style="list-style-type: none"> • Experience of convening FGCs • Experience of professional supervision, line management or project management • Experience of training delivery • Experience of staff recruitment and development • Experience of working jointly with key partners in statutory, private and voluntary sectors • Experience of contributing to policy and practice formulation, implementation and review
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Be able to demonstrate a full understanding of the philosophy and principles of Family Group Conferencing • Be able to demonstrate an understanding of and competence in the complexities of working directly in the FGC field. • Be able to demonstrate an understanding of and competence in the complexities of working directly with Children and their families, vulnerable adults and other client groups. • Ability to develop effective working relationships with Senior Specialist Children's Services staff, FGC colleagues, referrers and service users. The ability to work co-operatively and flexibly with partners to achieve success. • Ability to work in accordance with agreed policy and procedure for FGC and Local Authority • Ability to contribute to FGC Service development, including policy formulation and implementation. • Be able to promote FGC as part of wider delivery of KCC Specialist Children's Services • The capacity to inspire individuals to give their best to achieve results and to maintain effective relationships with individuals and the team as a whole. • The ability to demonstrate respect for equality and diversity in every day management activities. • The ability to adapt; to work effectively in different situations and to carry out a variety of tasks. • Ability to create an effective supervisory relationship as both supervisor and supervisee. The desire and capacity to foster the development of all staff providing feedback, support, encouragement and coaching.

	<ul style="list-style-type: none"> • Ability to balance different elements of role, and prioritise competing demands. • Work to targets and deadlines in a timely manner • Effective oral and written communication skills • Highly developed organisational skills • Undertake ongoing learning and develop new skills • High level of computer literacy • Confident and competent presentation skills • Confident and Competent trainer • Ability to relate research to practice
KNOWLEDGE	<ul style="list-style-type: none"> • Be able to demonstrate knowledge of • The complex dynamics of families • Family Group Conferencing Model, philosophy and principles. • Anti-discriminatory practice • Childcare Legislation and court proceedings • Electronic children's file such as ICS/Liberi • Relevant government/national initiatives in Child Welfare • Understanding of fostering, adoption and disability issues • Outlook/Excel
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Energy and motivation • Commitment to family based decision making • Commitment to working to the aims and principle of FGCs • Confident to be accepted as manager • Able to define clearly what you expect people to do clearly, concisely and persuasively • The desire to get things done well and the ability to set and meet challenging goals, create own measures of excellence and constantly seek ways of improving performance • Ability to problem solve using creative ideas and lateral thinking. 'Can do' approach, looking for solutions rather than problems • Team player, willing to help others achieve their goals • Flexibility to cope with the unforeseen, able to remain focused under pressure. • Respectful, helpful and pleasant manner • Discretion and diplomacy • Commitment to equal opportunities and anti discriminatory practice • Confident about own abilities but aware of areas for growth • Willingness to undergo training and development
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make