

**Directorate:** Children, Young People and Education

**Unit/Section:** Specialist Childrens Services

**Grade:** KR12

**Responsible to:** Service Manager

**Purpose of the Job:**

Provide management and safeguarding expertise in a new service structure that brings together Specialist Children's Services CRU and Early Help Triage into a single team that processes all requests for support at intensive level.

Embed new ways of working as part of a wider transformation to an integrated Children and Young People's Service, including development of a culture of shared reflective practice and risk assessment that balances strengths and dangers to avoid the common error of drifting into an overly negative or positive view of potential danger.

Ensure that decision making is safe and that families receive support at the most appropriate level.

**Main duties and responsibilities:**

- Manage a multi skilled team to ensure that the initial response to requests for support for children and young people who need help and protection in Kent is timely, proportionate to risk, and informed by research, local authority thresholds and by the historical context and significant events for each case.
- Working with the Service Manager and other services within KCC, contribute to the design and implementation of a performance management framework to create and sustain a culture of continuous improvement within the Hub.
- Find viable solutions to a wide range of service delivery and policy issues.
- Lead and direct the work of a team of multi disciplinary staff in order to ensure they effectively fulfill the complex changing demands of the service. Provide day to day support and professional supervision, managing performance as appropriate.
- Allocate resources and workload across the team to ensure effective delivery of service within allocated cash limit, taking into account local and national priorities.
- Recruit, develop and motivate staff groups capable of fulfilling the changing demands of the service, through day to day support and providing for high quality caseload supervision to ensure the ongoing continuous development of staff (where relevant helping employees meet the requirements of their registration) in order to deliver a high quality and consistent service to the locality.
- Take responsibility for final decision making on all requests for support that come through the Front Door.

- Work with partners and staff to ensure that thresholds between early help and statutory child protection work are appropriate, understood and operate effectively. Develop, enhance and maintain collaborative working with a broad range of agencies including NHS, police, schools and specialist agencies

Footnote: This job description is provided to assist the job holder 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.

# Kent County Council

## Organisational Responsibilities: KR12 Front Door Team Manager

---

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the 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 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.

# Kent County Council

## Person Specification: Front Door 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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Qualified Social Worker registered with Social Work England.</li><li>• Evidence of extensive Continuing Professional Development.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Senior management experience within a statutory children's services setting.</li><li>• Management of a time critical service with experience of working to deadlines and delivering results through effective planning and organisation.</li><li>• Planning and performance monitoring in a children's services setting across early intervention, intensive and specialist services.</li><li>• Change management in a politically sensitive, multi-agency and multi-disciplinary environment.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to provide supervision and support using Signs of Safety Methodology</li><li>• Ability to manage and drive through sustainable change.</li><li>• Ability to manage conflicting priorities and deliver results within timescales.</li><li>• Excellent verbal and written communication.</li><li>• Ability to manage allocated resources effectively, delivering business performance and value for money.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Detailed understanding of the relevant legislation, policy and guidance relating to safeguarding and sharing confidential information to support the wellbeing of children as well as those at risk of harm and significant harm.</li><li>• Detailed knowledge of the full range of services available to children and young people in Kent including the Early Help offer and methodology.</li><li>• Knowledge of recent research and national initiatives impacting on children's services including early intervention and protection as well as child protection.</li></ul>

<b>BEHAVIOURS AND KENT VALUES</b>	<p>Kent Values:</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>
---------------------------------------	---