

Job Description

Job Title:	Team Leader, Families First Guildford
Location:	Guildford borough. Office space in Guildford Nursery School, Hazel Avenue
Grade:	PS8
Working pattern:	36 hours per week, 52 weeks per year, some holidays may be prescribed
Reports to:	Service Manager for Families First Guildford

Purpose:	<ul style="list-style-type: none"> • In conjunction with the Service Manager, lead and manage the day to day delivery of emerging needs support in the borough, ensuring consistency in practice. • To line manage Assistant Family Support Workers, supporting them with emerging needs delivery and their caseload when required. • Provide professional reflective supervision, sharing professional knowledge and expertise to support continued professional development of the Assistant Family Support Workers. Identifying work/intervention to be completed by the Assistant Family Support Workers. • Demonstrate confident and effective judgement about risk and accountability in decision making. Identifying safeguarding concerns and escalating to statutory services where appropriate. • Through analysis of outcomes and quality assurance play a key role in ensuring the development of good quality, inclusive, sustainable community and family support services within the borough to meet the needs of the community. • Ensure that local families and professionals are fully involved in the planning and development of the service and respond to the changing priorities. • Take professional responsibility for managing a small, complex case load which will include individuals, children, families and carers who require support and guidance. Enable them to identify their needs and plan support to meet those needs using the full range of options.
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Work Context:

Families First Guildford is the coordination of Early Help services within the borough of Guildford. Guildford Nursery School leads Families First Guildford. Guildford Family Centre sits within Families First Guildford and provides 1:1 targeted support for families. It also provides and coordinates some support for families with emerging needs. The family centre team work across the borough of Guildford, helping families with children up to age 18 (or 25 for those young people with additional needs).

Families First Guildford works with the borough council, partners, local organisations and agencies to ensure that effective ways of identifying emerging problems and potential unmet needs of individual children and families are in place. Families First Guildford connects with locally based professionals and agencies as part of a seamless offer of support for families.

Families First Guildford services are designed to gain families' confidence, identify strengths and needs in addition to supporting practical and achievable solutions as early as possible through the right amount of information, advice and support.

Families First Guildford work in a culture in which families are supported respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues.

Principal Accountabilities:

- Have high expectations, and lead by example, in promoting GNS & FFG's vision, values and aims both within the organisation and in the wider community.
- Make a significant contribution to the development and direction of FFG in line with the development plan.
- Develop and lead on an emerging needs offer that meets the needs of the borough.
- Lead a team of Assistant Family Support Workers taking responsibility for (own and team's) continuous professional development.
- If required hold a small caseload of families.

Main tasks:

- Work closely with the other Team Leaders to supervise and support practice of the Assistant Family Support Workers.
- Through analysis of need develop and lead on an emerging needs offer to meet the identified needs of the borough.
- Oversee the delivery of the emerging needs offer, ensuring high quality provision.
- To undertake caseload and personal supervision for a team of Assistant Family Support Workers.
- To provide expert advice and support to a team of Assistant Family Support Workers working directly with families.
- Provide effective management oversight of families' needs and ensuring this is recorded on case load management system. (EHM)
- To support the interpretation and implementation of the specification for family centres
- To contribute to relevant FFG policies
- Ensure that information and data is used to improve services
- To provide reports and data that show the impact of the work of the Assistant Family Support Workers
- To contribute to good management practice by ensuring positive staff participation, effective communication and procedures
- To participate in arrangements made in accordance with the regulations for the appraisal and supervision of staff
- To contribute to staff development in relation to:
 - The induction of new staff
 - The provision of professional advice and support and the identification of training needs
 - Students under training/work experience

- To promote an attractive environment which stimulates learning and enhances the appearance of FFG
- To contribute to arrangements for the security and effective supervision of the FFG buildings, their contents and grounds, including aspects of health and safety.
- To maintain effective working relationships with external agencies and services contracted to the centre and the borough
- To develop and maintain positive links and relationships with the community, local organisations and employers:
 - To promote a positive image of FFG
 - To ensure FFG plays a constructive role in the life of the community
- Induct and ensure the team has access to individual supervision, support and mentoring
- Help to implement and share best practice strategies (through improvement systems, processes and procedures) to raise the quality of family services and motivate hard to reach families.
- Demonstrate an excellent knowledge of child development in order to engage families in both their child's and their own learning.
- Promote the centre's commitment to safeguarding and to the welfare of children and young people, facilitating appropriate levels of information sharing between families, staff and other relevant agencies.
- Attend meetings in relation to safeguarding such as CIN, CP, and Early Help.
- Act as an ambassador for FFG promoting its ethos and philosophy and strengthening existing links with the community in order that the centre maintains a high profile in the community.

Maintain positive working relationships with the agencies and networks involved in providing community provision, health, social care and education and strengthen the wider partnership with other agencies.

Promotion of Values:

- To be aware of our high profile and uphold our vision, ethos and standards at all times.
- To ensure the promotion of respect for all who work in and use our facilities.
- Demonstrate consistently high standards of personal and professional behaviour in the workplace and ensure that behaviour outside the workplace does not compromise our reputation in any way.
- To put children at the centre of all that is done at and for GNS and FFG.

Accountability:

- To ensure that policies are followed effectively.
- To be consistently kind, honest and reflective.
- To be fully compliant with GNS and FFG staff responsibilities.
- To be fully aware of the Safeguarding Children Policy and be alert to signs that a child may be at risk.
- To work according to relevant Equal Opportunities Policies.
- To comply with health, safety and welfare standards at work.
- To manage own workload and plan time effectively, with support when necessary.
- To constantly strive to improve.

Person Specification

Attributes		How Identified
Qualifications and experience	<ul style="list-style-type: none"> • A good standard of general education including GCSE English and Maths A - C or equivalent • Educated to at least level 5 or equivalent in education, health and / or social care or equivalent experience of managing a service in a related field • Leadership and management qualification or willingness to undertake a qualification • Substantial experience in early years, health, education or social care • Extensive and recent experience of direct work with families at Early Help, Targeted Help and Specialist levels • Evidence of partnership /multi-agency working with professionals in relevant agencies 	Application Form Interview References
Special knowledge	<ul style="list-style-type: none"> • A detailed understanding of Safeguarding and Child protection procedures • A detailed understanding of emerging needs support. • High level working knowledge of relevant legislation, procedural frameworks and practice standards in a specialised area of practice • Ability to assess and use results to raise standards 	Application Form References Interview Tasks during interview day
Disposition, adjustment and attitude	<ul style="list-style-type: none"> • Model outstanding practice and engage in self-reflection • The ability to review, analyse and evaluate your own and other's practice • Demonstrate self-awareness and resilience • Be inspiring and influential • Be able to give feedback and provide coaching and mentoring support to improve performance and practice of team members • The ability to lead and support colleagues in order to effect change and improve outcomes for children and their families • The ability to be persuasive and assertive • Be organised, self-disciplined, reliable, conscientious and honest 	Application Form References Interview Tasks during interview day

	<ul style="list-style-type: none"> • The ability to plan and prioritise a range of regular and irregular tasks within specific deadlines • The ability to work effectively as part of a team • The ability to demonstrate 'emotional intelligence' • Be able to be sensitive to colleagues' readiness for change • Be consistently kind, honest and reflective • Be able to create a culture which encourages ideas and contributions from others • Be open with children, parents and staff and to have sympathy for what concerns them 	
Practical and intellectual skills	<ul style="list-style-type: none"> • Excellent communication, interpersonal, and organisational skills • Patience, confidence to manage situations calmly • Competent in a range of IT tools including MS Office and database management systems • High-level-problem-solving skills with the capacity to devise and implement innovative solutions. 	Application Form References Interview Tasks during interview day
Circumstances and training	<ul style="list-style-type: none"> • A willingness to undertake flexible work patterns including weekends and evenings when required • A record of attendance and achievement in ongoing professional development and other relevant training • A willingness to attend training courses as required • Full driving licence and use of car. 	Interview, application form, references