

JOB SUMMARY

Post Title	Assistant Team Manager – Early Help						
Job Family	Service Delivery	Pay Range	11	Line Manager to others?	Yes	Role profile ref	SD11
Service Area	Childrens Services						
Line Manager	Team Manager - Early Help Operations						
Location	County Hall						

Job Purpose

- Provide daily guidance and coordination for staff within the Early Help Team to ensure effective service delivery.
- Deliver professional supervision to team members, as delegated by the Team Manager, supporting their development and practice.
- Collaborate with MASH and partner agencies to share and exchange vital information that informs safeguarding decisions and promotes the welfare of children.
- Contribute to MASH's efforts in early risk identification by supplying relevant insights and facilitating access to appropriate interventions and family support services.
- Work in partnership with the Team Manager to undertake key management responsibilities, including assessment reviews, plan and case closure approvals, auditing, policy development, and participation in senior-level meetings and decision-making forums.
- Lead the development and implementation of service improvements aimed at enhancing support for Lead Workers across partner organisations.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Co-ordinate the routine activities of professionals working within the Early Help Team so that assessments, plans, step downs and closures are reviewed in a timely way.
- Set and promote standards with partner agencies and staff working within and with the Early Help Team.
- Routinely monitor the quality and effectiveness of assessment and planning for children who require Early Help support.
- Work with professionals to secure a timely consensus about what needs to happen to safeguard and promote a child's welfare, and to facilitate dispute resolution where this is required.
- Chair complex Team around the Family meetings.
- Provide support and challenge to professionals about the reasons for their decisions, and model sound professional practice and decision making.
- Provide professional supervision to Early Help Team staff, and development activities so that staff can provide a good and improving quality of service.
- Use performance data and analysis to inform allocations, pressures and demand, to ensure timeliness, impact and resource allocation.
- Carry out case audits and sampling of work to assure the quality of practice and inform improvement actions.
- Coach and support professionals from other agencies to carry out their Early Help responsibilities.
- Implement improvement actions across Early Help and contribute to developing a high-quality effective service.
- Identify and make recommendations about how to address any deficits in the way that agencies work together to share information and respond to children who need assessment and support.
- Contribute to evaluating the impact and effectiveness of the Early Help Team in safeguarding and promoting the welfare of children and reducing the need for statutory assessment and help.
- Contribute to developing the Early Help Team and improving the effectiveness of arrangements so that children and their families get the help they need in a timely way.
- Undertake additional duties commensurate with the job role.

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Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups.	<ul style="list-style-type: none"> <i>Proven ability to promote Social Care ethic in multi-agency environments to influence decisions regarding resolution of conflicting expectations financial contribution service delivery and development.</i> 	E	
Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines.	<ul style="list-style-type: none"> <i>Substantial experience of Case Management</i> <i>Significant experience of Social Work supervision</i> <i>Significant post qualifying experience</i> <i>Significant experience of multi-disciplinary working</i> 	E E	D D
Good communication, interpersonal and presentation skills. Ability to understand and explain complex information to a range of audiences. Proven ability to negotiate with, persuade and influence others.	<ul style="list-style-type: none"> <i>Good interpersonal and communication skills</i> <i>Proven ability to develop and maintain effective working relationships to deal with operational issues across and within the client group</i> 	E E	
Good ICT skills including both standard Microsoft applications and specialist systems.	<ul style="list-style-type: none"> <i>IT Literacy – able to use IT / run reports / to use or quickly learn to use relevant IT information and data capture systems including The Early Help and Prevention Data Warehouse.</i> <i>Good analytical skills</i> 	E E	
Authoritative knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Wide reaching knowledge of other areas of the authority relevant to the service and of wider sector / external influences. Experience of contributing to the design and development of strategies, procedures and practices.	<ul style="list-style-type: none"> <i>Authoritative knowledge of and experience of working with legislation and policies in the respect of particular specialism e.g. Children and Families</i> <i>Proven ability to keep up to date with changes in legislation</i> 	E E	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.	<ul style="list-style-type: none"> <i>Has awareness of a strategic vision</i> <i>Familiar with department objectives and corporate strategy and how these link together</i> 		D

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<p>Proven research, investigation and analysis skills demonstrating evidence of the ability to identify and diagnose problems/issues and develop solutions/recommendations that are both cost effective and within time constraints.</p>	<ul style="list-style-type: none"> • <i>Established key links with partner agencies</i> • <i>Knowledge and experience of working with other agencies and disciplines</i> • <i>Develops an understanding of how the sector can help deliver services to the people of Isle of Wight</i> • <i>Isle of Wight knowledge of deployment of resources under control of post holder</i> • <i>Actively involved in sector meetings and contributes to sector planning and objective setting</i> 		<p>D D D D D</p>
<p>Excellent customer service skills, with experience of resolving escalated and complex queries.</p>	<ul style="list-style-type: none"> • <i>Proven ability to successfully manage and make effective decisions with conflicting priorities ensuring excellent customer service.</i> 	<p>E</p>	<p>D</p>
<p>Proven ability to build and maintain relationships and engage successfully with stakeholder community.</p>	<ul style="list-style-type: none"> • <i>Proven ability to achieve performance development objectives both personally and for the operation teams in terms of service delivery</i> 	<p>E</p>	
<p>Budget management experience. Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately.</p>	<ul style="list-style-type: none"> • <i>Proven ability to successfully manage budgets</i> • <i>Experience of budget monitoring and reporting systems</i> 	<p>E</p>	
<p>Qualifications</p>			
<p>Role Profile requirements.</p>	<p>Job specific examples. (if left blank refer to left hand column)</p>	<p>Essential</p>	<p>Desirable</p>
<p>Experience of volunteer management where appropriate to the job.</p>			<p>D</p>
<p>Educated to HND, Foundation degree standard or equivalent experience.</p>		<p>E</p>	
<p>Relevant professional / vocational qualification</p>	<ul style="list-style-type: none"> • <i>Social Work qualification (e.g. DipSW)</i> 		<p>D</p>
<p>Other Requirements</p>			
<ul style="list-style-type: none"> • <i>Registration with Social Work England</i> • <i>Enhanced DBS Check</i> 	<p>D E</p>		
<p>Proven ability to manage, develop and motivate multi-disciplinary professionals and/or vocationally qualified and support staff. Budget, financial assessment (where relevant) and contract management experience. Experience of representing the work area in a professional / legal capacity. E</p> <ul style="list-style-type: none"> • <i>Managerial knowledge of and experience with disciplinary and grievance procedures</i> • <i>Knowledge and experience of business planning</i> • <i>Commitment to the development and continuous improvement of high quality services</i> • <i>Knowledge of and experience with budget / financial management processes and ability to demonstrate competence</i> 			
<p>Organisational Structure (optional)</p>			