

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation	Director of Family Help and Care	Grade	DIR 2
Reports to (Designation):	Executive Director of Children and Young People	Grade:	DIR 1
Directorate:	Children and Young People	Section:	Family Help and Care

Main Purpose of the job:

As the Director of Family Help and Care, the postholder will:

- Provide the strategic direction for family help and social care to children and ensure our most vulnerable children and young people are safe and their life chances and choices are maximised.
- Ensure that they and all their teams achieve excellent outcomes, ensuring all children and young people are healthy, safe, and resilient.
- Make a positive contribution to the health and economic well-being of children and young people.

Indicative budget:

- Staffing £22.1m
- Overall General fun (including staffing) - £65.2m
- Additional Grants supporting the service £5.7m

Indicative staffing: 5 Direct reports, circa 350 FTE (including agency staff)

Summary of Responsibilities and Personal Duties:

1. Ensure Lewisham's children's safeguarding strategy is driven by a clear vision, working in partnership with families to ensure children thrive and are safe, managing service performance for improved outcomes, and actively listening to children's voices in both individual cases and strategic planning.
2. Lead and manage safeguarding and child protection services, including the effective partnership with providers and other partners to ensure targeting of services and support to children and their families to prevent escalation of need.
3. Ensure an effective and efficient workforce development strategy is in place to support the wider family and social care workforce.
4. Working across the Council and with partners, deliver an effective corporate parenting strategy
5. Lead and manage the development and implementation of high-quality, safe services, systems, policies, and procedures—including safeguarding, child protection, children looked after, and care leavers—to meet the needs of children and young people and improve their outcomes and future life chances.

6. Ensure effective supervision support and adherence to the employer and professional standards for social workers, developing and implementing workforce strategy and supporting the development of social workers as empowered professionals.
7. Responsible for employee performance management and target setting through the Council's appraisal process, while also ensuring continuous improvement in service performance, assessment, and monitoring to achieve positive outcomes for children and young people.
8. Ensure a learning culture among staff in particular ensuring that lessons from child practice reviews are learned and practice improved as a result.
9. Work with the Director for Education to ensure a smooth operation of the dual reporting line in relation to child protection and Children Looked After services for children with complex needs.
10. Ensure that the Council maintains an Emergency Duty Service 365 days a year for adults as well as children's social care.
11. Manages budgets, contracts, and resources effectively to ensure efficiency, cost control, value for money, and the attraction of external funding, while also strategically managing placements to meet current and future needs and optimize value.
12. Ensure a smooth transition where appropriate from children to adult services
13. Ensure that social care and early intervention for children and young people is closely linked to and integrated with strategies across the Children and Young People's Strategic Partnership
14. Fosters strong partnerships across children's services within and beyond the borough, leads inspection preparedness for all relevant services and partners, ensures compliance with Central and Regional Government requirements, and cultivates robust professional networks.
15. Secure commitment to valuing diversity and access to all sections of the community in both service provision and employment.

Management Roles & Expectations

As a Lewisham Director you will:

1. Ensure corporate and strategic modelling through demonstrating commitment to council values and translating the vision into strategic intent
2. Ensure performance and quality improvement through leading and nurturing others to lead and manage innovative approaches to achieving results
3. Ensure best use of resources through defining priorities and securing appropriate resources to achieve the Council's objectives
4. Ensure services contribute to the corporate whole through interpreting external needs and trends and creating synergies to achieve corporate goals

Service:

1. Ensure the service is compliant with all extant legal and regulatory requirements.
2. Actively consider new inclusive and innovative ways of delivering services that provide high quality and good value for money. Research and benchmark to establish most effective delivery methods.
3. Drive the implementation of consistently high-quality service standards and levels of customer engagement and service, establish and monitor performance using Council project management and service review approaches.

4. Ensure there is effective integration of related services within and across the Directorate and the Council
5. Ensure the contribution of partner and contractor organisations is appropriately harnessed.

Performance:

1. Set strategic objectives and lead delivery through robust business and financial planning.
2. Ensure delivery of the Council's strategic objectives, through the achievement of milestones and targets in line with the Corporate Strategy
3. Hold managers and partners to account for the delivery of positive outcomes including tackling systemic inequities and valuing diversity using appraisal, commissioning, client management and other appropriate techniques. Ensure complaints and feedback are acted upon, services re-designed appropriately as a result, and high quality, appropriate responses are provided to diverse customers.

People:

1. Work collaboratively with the Council's partners to inform strategic decision making ensuring that this supports the delivery of specific corporate programmes.
2. Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
3. Establish and promote an inclusive culture of learning and workplace planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Lewisham's residents.

Finance:

1. Challenge and signoff financial strategies and plans/budgets that support the effective delivery of strategic priorities
2. Monitor the directorate budget and ensure it is effectively controlled within cash limits, driving down spend where appropriate
3. Hold managers to account to manage their budgets and to provide services that are delivered or procured that represent value for money.

Business Continuity:

1. Maintaining oversight of all service business continuity plans within your division, ensuring they are robust and regularly tested.
2. Ensure services within your division have plans in place to deliver what is required during an emergency and contribute to an efficient and effective council and multi-agency response.

Internal Contacts: Colleagues across the Directorate and Council (including ELT; Adult Social Care; People & OD; Finance: Legal: Housing) ; Members and Trade unions

External Contacts: Partners including Health, Police & Probation; other local authorities; Ofsted; central government departments

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title	Grade	No of posts
Head of MSH & Assessment	SMG3	1
Head of Family Support and Safeguarding	SMG3	1
Head of Corporate Parenting	SMG3	1
Head of Care Resources	SMG3	1
Head of Workforce Development	SMG3	1

PERSON SPECIFICATION

Job title: Director of Family Help and Care **Grade:** DIR 2

Department: Children and Young People

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	
Excellent knowledge of the statutory framework and guidance for child protection.	S
Up to date knowledge and understanding of the full children and young people agenda including how children's social care services contribute to children's achievement, health, resilience, and wellbeing, as well as knowledge of national and regional policies	S
Social worker registered with HCPC.	S
Aptitude	
Strong orientation to achieve outcomes through working in collaboration and partnership	
Inspire trust and Lewisham values through personal conduct	
Skills	To Be Tested - T
Skills can only be used as shortlisting criteria if the skill is to be tested	
Demonstrable ability to act corporately and act for the Lewisham community as a whole	
Ability to achieve major innovation, secure substantial improvements and generate cultural and organisational change	
Ability to develop, negotiate and achieve high performance levels and achieve continuous improvement in services to children and young people	
Ability to lead, coach, inspire and empower others to achieve their personal and organisational goals.	
Excellent ability to exercise effective leadership both as a member of the Directorate Management Team and as a Director	
Ability to develop, communicate and gain ownership for a clear vision and direction, and to build effective teams and relationships	
Highly developed written and oral presentational skills, including the ability to advocate, influence and negotiate effectively at every level in the system	S (T)
Experience	
Successful experience of formulating, leading and implementing strategies and programmes that cross service, organisational and professional boundaries.	S
Successful track record in managing a large demand led budgets, developing budgets, budget reduction strategies, forecasting, monitoring and financial management systems.	S
A successful track record as a senior manager in a large complex organisation, leading professionals to improve outcomes for children, young people and their families.	S

Substantial successful track record, knowledge and experience at a senior level of leading and improving safeguarding and children's social care services.	S
General Education	
Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	
Understanding of how equality and diversity relates to this post	
Understanding of and commitment to valuing diversity and tackling racism, including knowledge of how to reduce inequalities	
Personal Qualities	
Ability to establish positive working relationships with colleagues across different disciplines/organisations, elected members and to understand/anticipate issues of political sensitivity.	
Ability to work with DfE, OfSTED and other government officials sensitively and effectively.	
High standards of integrity	
Personal impact with presence	
Commitment to learn – desire to acquire new knowledge, skills and approaches	
Circumstances	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required Enhanced

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)