**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | SEND Family Services Manager |
| **Job Reference** | 17893 |
| **Grade and Salary** | 7 - £46,670 per annum (pro rata)This role includes performance related pay progression |
| **Service and Team** | Inclusion, Family Services |
| **Location** | West Suffolk House, Bury St Edmunds IP33 3YU – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context**  |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

As a manager in Children and Young People’s Services you will be at the forefront of managing change, leading high quality and effective ways of working and managing staff, resources or projects to achieve the best possible outcomes for children, young people and their families in Suffolk.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Appropriately manage and communicate information to a range of stakeholders; CYP staff, senior managers, partners and communities.
* Ensure the active participation of children, young people and parents/carers in service planning and delivery as appropriate and use feedback to inform service delivery and staff development.
* Ensure that complaints and representations are managed appropriately within Suffolk County Council’s complaints policy and that early, informal resolutions are sought wherever possible.

**Service Quality and Performance**

* Provide strategic leadership and direct management of a specific area of service to shape and develop services to achieve the best possible outcomes for children, young people and their families.
* Lead continuous service improvement and ensure high quality and consistent services are delivered in compliance with plans for future service development.
* Take responsibility for improving the performance of your area of services and review progress and achievements against strategic priorities.
* Ensure that service planning and delivery takes account of national and locally agreed performance standards and are provided within statutory requirements and within policies and procedures of Suffolk County Council and the Local Safeguarding Children’s Board.

**Reporting and Accurate Recording**

* Take the lead for performance and quality assurance within the area of responsibility.
* Manage quality assurance processes to support high quality service standards and coordinate the completion and review of case audits where appropriate to role.
* Model and ensure high standards of data quality and case recording to improve service delivery, planning for future service developments and better targeting of resources.
* Write high level reports to management as appropriate to role and to other strategic decision makers where required.

**Effective Practice**

* Where appropriate to role, ensure safe, timely and effective transition of cases between teams and manage demand based on the best interests of children, young people and families.
* Motivate, mentor and support staff to develop high quality practice, embed behaviours and lead effective ways of working within the team using Suffolk Signs of Safety and Wellbeing principles and tools.
* Create a learning culture by modelling effective practice, building on research, best practice and innovative ways of working.
* Coordinate and deliver quality individual and group supervision, effective performance appraisals and team consultation.
* Lead the implementation of ways of working to support effective early help and prevention within area of service.

**Managing People, Resources and Projects**

* Dynamically manage team, projects or resources to deliver high quality and effective services.
* Lead changes of culture, policy and practice within your area of service, motivating staff to commit to successful working practices and to achieving the best outcomes for children, young people and families.
* Celebrate best practice of colleagues and encourage staff to be proud of success.
* Implement and maintain high quality and effective performance management focusing on the delivery of service performance indicators and individual performance objectives.
* Take responsibility for workforce planning, selection, recruitment, disciplinary and grievance processes and training and development. Ensure any changes in legislation, policy and good practice guidance are understood by the workforce and implemented effectively.
* Manage staff resource within teams effectively and efficiently to support service delivery and high-quality professional practice.
* Motivate staff to take part in professional support and development opportunities as appropriate, in compliance with Suffolk County Council’s HR and staff supervision policies.
* Within area of responsibility manage the shift of resources away from expensive and intrusive interventions to deliver better outcomes for children, young people and families.
* Effectively manage budgets and allocated financial resources to achieve the best possible outcomes for children and young people, including contract management of commissioned services if appropriate to role.
* Ensure that resources are managed in line with Suffolk County Council regulations, policies and procedures and have regard to best value principles and financial restrictions.
* Ensure the safe and efficient use of office accommodation and mobile working facilities of self and team.

**Multi-Agency and Partnership Working**

* Actively build and maintain internal and external relationships with partners, communities and the public.
* To work with a wide range of management and practitioner colleagues from different professional disciplines to achieve a more integrated and responsive service to children and families in Suffolk.
* To proactively take the lead on developing new opportunities for future service delivery and development of joint partnership working.
* Where appropriate to role, contribute to locality working, enhance networking and development opportunities for your area of work and translate strategy into practice locally.
* Constructively challenge partners to continuously improve services, ways of working and outcomes.

**Managing Risk and Safeguarding**

* To manage risk and safeguarding concerns as appropriate to role and lead a risk sensible culture in area of work.
* Identify pressures within area of service and manage associated risks.
* To undertake other tasks allocated by the line manager in keeping with the responsibilities of the grade including:
	+ Working in accordance with the Council’s statutory responsibilities, policies and service procedures. Compliance with equality and diversity policies, procedures and legislation.
	+ Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance.
	+ Participating in training and development opportunities, in order to improve personal knowledge, skills and effectiveness.

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| **Autonomy**  |

The manager will:

* Be responsible for managing a specific area of the service and associated budgets and staff.
* Be responsible for decision making within area of responsibility.
* Report to Head of Service or senior manager.
* Take responsibility for managing and responding to safeguarding and risk issues.
* Respond to unanticipated problems and support team members with change.

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| **About the team**  |

The Special Educational Needs and Disabilities (SEND) Services team works closely with families, schools, and other professionals to assess children's needs and develop Education, Health and Care Plans (EHCPs). The service manages a wide variety of work, such as, reviews of EHCPs, arranging commissioned provision, consultations for mainstream and specialist placements.

The service now operates within several focused teams with strong cross team working and a commitment to ensuring all contribute to service wide priorities.

The SEND Services Assessment Team provide support to children, young people and their parent and carers within the Education Health and Care assessment (EHCNA) phase of the SEND process. The team strive to create high quality EHCPs that accurately describe identified needs, detail the specific provision required, and truly capture the child, young person and parent and carer views.

The Locality Review Teams (North, South and West) focus on children and young people with EHCPs. They manage the review process and ensure EHCPs are amended to a high standard. Work to support transitions, such as the transition from primary phase of education to secondary education, identifying suitable placements and provision.

The Review Hub is a centralised team, supporting the efficient management and processing of reviews. They support the work of the Locality Review teams, completing tasks such as arranging reviews for children and young people out of education.

The Resolution and Tribunal Team oversee all work relating to appeals, mediations and tribunals. They aim to seek resolutions as soon as possible, working closely with parents, carers and other professionals involved. They inform ongoing service developments, checking that lesson learnt through their work are shared and appropriately acted upon.

We work alongside; Special Education Services, SEND Funding and Provider Services and Educational Psychology and Therapeutic Services, Social Care and Health and we are all dedicated to helping children and young people achieve their individual outcomes.

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| **What you will be expected to deliver in the role** |

SEND Services Managers have operational oversight of the local teams, including line management. This will include providing advice and guidance with regards to the management of casework; the delivery of key-working and person-centered approaches in the teams' engagement with children, young people and their families; and monitoring performance against service wide and individual targets.

SEND Service Managers will work in partnership across Education, Health and Social Care looking to create positive outcomes for children and young people with SEND.

SEND Services Managers will provide a point of escalation for complex situations and work alongside partner agencies to resolve issues and concerns.

Report on the performance of the team and identify areas of strength to build upon and areas for development.

SEND Services Managers will work alongside Deputy Head of SEND Services to make improvements to processes and systems in collaboration with Intelligence Hub and partners services.

SEND Services Managers will critically analyse statutory data, to support in improvements and escalation when statutory returns are not being made and look to put together appropriate action plans to address any delays.

SEND Services Managers will work closely with the SEND Manager (Progress and Quality Assurance), to the operational teams are consistently tracking children and young people's progress and complying with the relevant Quality Assurance Frameworks.

Provide support to Head of SEND Services and SEND Senior Service Managers to coordinate enquiries and complaints to ensure monitoring of timely responses, resolutions and work with managers across SEND to make improvements and learn from feedback.

Challenging and supporting schools, professionals and families in relation to the SEND Code of Practice, to ensure compliance and prevent and reduce legal challenges against the LA.

Be required to support with developments and new ways of working as identified by the SEND Strategy and key service action plans.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable professional qualification at post graduate level or equivalent experience at seasoned professional level in a relevant area of work.
2. Evidence of continuing professional development in a management role.
3. Management Qualification. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Committed to listening to children and families and to working collaboratively with them to address concerns.
8. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

**Specialist knowledge skills and experience**

1. Comprehensive understanding of legislation, guidance and national policy framework relevant to role for provision of services.
2. Comprehensive understanding of standards required in relation to the assessment and case management in respect of risk and need in children’s services.
3. Understanding of performance and quality standards required in children’s services.
4. Awareness and understanding of the wide range of professional roles and disciplines that contribute to the protection and wellbeing of children and young people, families and communities.
5. Understanding of the significance of diversity in ensuring equality in service provision to children and families.
6. High level planning skills to ensure milestones and deadlines are met.
7. Evidenced knowledge of safeguarding practice and procedures
8. Practical application and knowledge of data protection and information sharing in the workplace.
9. Proven leadership qualities and interpersonal skills.
10. To represent the area of service at meetings where required.
11. Ability to influence, persuade and encourage staff and colleagues within different contexts.
12. Motivate staff and others.
13. Proven ability to work collaboratively with colleagues from a wide range of professional disciplines.
14. Ability to motivate colleagues and develop their professional capability.
15. Ability to provide written material through reports and correspondence clearly and coherently.
16. Ability to present written material to a range of audiences.
17. Ability to elicit, evaluate and take account of a wide range of views including those of children and young people.
18. Negotiation, innovation and creativity.
19. Effectively chair meetings.
20. Excellent IT skills.
21. Ability to work under pressure.
22. Standards of numeracy that enable an understanding and effective management of financial resources and to work with statistical information.
23. Standards of literacy enabling the ability to understand and critically analyse complex written material.
24. Ability to solve complex problems, working cooperatively with colleagues and partners.
25. Experience in successfully managing relevant services as appropriate.
26. Experience of service improvement and effective performance management.
27. Experience of effective resource management.
28. Managing budgets
29. Ability to adopt a collaborative approach through effective partnership working.
30. Ability to assess and manage risk, set clear priorities and manage competing demands.
31. Knowledge of Signs of Safety and solution focused approaches in practice. (Desirable)
32. Knowledge of using evidence-based models of intervention. (Desirable)
33. Knowledge of associated agencies and their working practices. (Desirable)
34. Project Management training. (Desirable)
35. Experience of undertaking change management. (Desirable)
36. Understanding of the significance of working within a political environment. (Desirable)
37. Ability to clearly articulate a strategic vision, sense of direction and management expectations. (Desirable)

**Additional requirements**

1. A DBS check will be undertaken for the successful candidate.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.