



Role Profile

Job Title: Head of Service - Early Intervention, Youth and Community Services	Role Profile: SBC_12052
Grade: CFL13	Date Prepared: 15/02/24
Directorate/Group: Children's Services	Reporting to: Director of Safeguarding and Support

Role Purpose

To lead on strategy and activity within the Council and across Swindon Borough Council partners to ensure that there is a robust and evidenced based approach to delivery of Early Intervention, Youth and Community Services which support Children, Young People and Families who are assessed as having additional needs, but do not require a statutory intervention.

In particular they will be responsible for:

Leading on the delivery of the Early intervention Youth and Community for SBC reporting back into the Early Intervention, Youth and Community Board which reports to the Swindon Adult and Children's Safer Partnership (SSP).

Work with partners in particular statutory partners including School settings to ensure there is a joined-up approach across the borough to working with children, Young People and Families.

Leading a multi-agency approach to reducing harm outside of the home through effective planning and service delivery models.

Lead on the delivery of the new Locality solution – based panels which ensure we offer a multi disciplinary plan to effective support children, young people and their families at all levels of need.

Work closely with senior managers in Statutory social care and Youth justice to ensure there are joined up arrangements to support Families including effective and well managed step up, step down processes to Early Intervention locality teams.

Work closely with the Quality Assurance service to ensure that a strong learning culture is developed across all the service areas and that there is a robust audit learning loop in place to support staff development and wider service performance.

Work with Commissioners to ensure that services are contracted that meet the agreed service outcomes and deliver better outcomes for children and Young People in Swindon.

As an innovative and reflective leader, you will be able to demonstrate:

- a strong value base that informs your work with adults
- a relentless commitment to quality - and to be able to talk about what good practice 'looks like'
- a capacity for honest reflection and openness to learning;
- Ability to establish professional, effective working relationships with a range of partners/colleagues, adults, families and their carers

The Head of Service for Early Intervention, Youth and Community Services promotes and embeds the vision, principles and processes of the Children's Quality Assurance Framework in relation to children's social care operational staff.

The Head of Service for Early intervention, Youth and Community Services formulates the strategy, and contributes to the business of the Swindon Safeguarding Partnership and Community Safety in line with legislation and guidance as directed by the Safeguarding Executive. The Head will ensure the strategic delivery of the Early Intervention, Youth and Community Board.

The post promotes the achievement of high quality, effective and efficient services for Swindon Borough Council (SBC) through scrutinising and managing performance to drive continuous improvements. This post leads the business across Swindon's Early Intervention services including Youth Justice, edge of care and (SSP) and Exploitation which reports to the Community Safety Partnership (CSP)

Key Accountabilities

- You will influence and interact at senior level both internally and externally building relationships with elected members, other council departments, and external agencies to champion and actively promote the wider early intervention (help) agenda across the borough
- You will provide specialist advice and input to the development and delivery of policy, strategy, and inspection activity, working with other specialist areas to ensure a corporate and collaborative approach.
- You be a key member of Partnership Strategic Leadership Teams and Council Strategic Leadership Teams and contribute to Partnership wide and Council wide events, Meetings, Staff Briefings and another forum as identified.
- You will work with the Senior Leadership Team to support the preparation and delivery of briefings and presentations for Members, the Corporate Director of Children Services and the children Senior Leadership Team (CSLT) when directed.

- You will solve problems and manage complex strategy development, taking the most complex decisions, applying greatest discretion and judgement in relation to the policy guidelines.
- You will ensure effective stakeholder management, developing, managing and supporting external partnerships/relations, and working with key internal stakeholders to ensure a responsive and proactive delivery of the service that delivers the Council's outcomes and meets the needs of the people we serve.
- You will complete and respond to Members Hotline Enquiries, FOI's and Complaints within agreed Service Level agreements.
- You will participate in the children's Emergency duty Rota / out of Hours on Call rota.
- You will prioritise your own development and engage in learning opportunities that enhance your professional practice within the services aims and objectives.
- You will provide regular, reflective supervision in line with SBC's Supervision policy to the individuals you directly manage
- You will work within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service and engage in regional LGA/ADCS forums and events, sharing learning and best practice.
- You will ensure regular reporting to SSP and CSP Partnership Groups, to the Place Based Partnership boards (ICA) and other stakeholders on partnership issues relating to children Services.
- You will be the strategic lead representing early help as well as Youth Justice issues in all SSP and CSP partnership groups and sub groups, preparing and sharing reports and contributing to the development of the children Service data set and delivery of the SSP & CSP Priorities.
- You will work in collaboration with operational managers to agree strategy, direction of travel, service outcomes and performance management, ensuring practice is strength based and person centred.
- You will be the strategic lead for Youth Justice Matters across SBC in relation to Children in Custody or involved in criminal activity and will attend the Youth Justice Management Board as directed.
- You will oversee the planned audit activity in line with the Children's performance framework and governance which relates to the Subject areas, working with your peers to improve safeguarding and support where it does not yet meet the standard of quality that will keep Children and Young People safe.
- You will maintain and update the knowledge of the service throughout the organisation including the updating of policy and practice, developing best practice and contributing to continuous improvement in service delivery.

- You will support the collection of data that you will analyse to inform our continuous improvement journey, recognising the experience and voice of the person as a valued data source.
- You will lead Government inspection of Supporting Families and payment by results methodology as well as planning for inspections and assurance regimes, including the collation and management of the evidence base and ensuring effective planning and logistical arrangements.
- You will foster a culture of high support and high challenge and will understand the importance of bringing the experience and voice of the Child to the very heart of all we do

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of working at a senior level in a political environment to provide assurance and effect change
- Strategic experience of leading and managing complex projects and programmes to improve and transform services
- Excellent influencing and negotiating skills to secure collective responsibility both internally and across the partnership to develop efficient, effective and impactful services
- Ability to challenge partners and stakeholders critically and constructively, using influence and negotiation to build joint solutions and drive change
- Extensive experience of working within Children Social Care services or equivalent
- Knowledge of relevant legislation, and associated regulations and guidance across Adult services
- Experience of writing large and complex commissioning plans and strategies
- Experience of delivering presentations along with being skilled at presenting complex issues in to a range of different audiences.
- Knowledge of equalities legislation and inequality issues in Children services
- Research experience
- Experience of developing and using quality assurance systems and processes for monitoring and evaluation
- Experience of facilitating co-production and capturing lived experience within quality and performance feedback.

Qualifications

- Degree Level Qualification related to at least one of the specialist areas
- Post Graduate qualification in leadership or equivalent level of knowledge (essential)
- Registered Practitioner, SWE England (preferred)

Decision Making:

- Responsibility for working closely with and advising Directors (internal and across the partnership), and on matters within the areas of responsibility
- Ability to make complex evidence-based decisions affecting a diverse range of partners in line with relevant statutory legislation and good practice guidance
- Ability to analyse complex information and guidance and translate into local strategies, plans, policies and briefings
- Ability to negotiate shared priorities and targets across a range of partners
- Able to manage conflict and identify solutions

Creativity and Innovation:

- Able to use own initiative; think laterally, to take a problem-solving approach to support the development of strategies, plans, and services.
- Excellent written and verbal communication skills.
- Influencing and negotiation skills in designing and developing new approaches to practice and service delivery to deliver best value in terms of cost and outcomes.
- Ability to work in a collaborative manner with internal and external stakeholders to develop strategies, plans and services

Job Scope:

<p>Job Scope</p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 20 <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Leadership and management of business across the safeguarding and community safety systems • Leadership and management of the Quality Assurance Service • Development of strategies, plans and policies/guidance including safeguarding and community safety • Quality assurance framework and systems • Multi-agency Learning and Development • Multi-agency Development work • Learning Reviews • Sector Led, DHSC Inspections 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>. £1m</p>
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Budget and resources:

- To oversee the management of the budget for the Swindon Safeguarding Partnership arrangements and opportunities for income generation
- To oversee the staffing budget for Quality Assurance Service

Contacts and Relationships:

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communicating clearly to a range of audiences and across organisational boundaries and levels.
- Representing the Directorate with external agencies and providers of services, particularly voluntary agencies.
- Excellent written and oral presentation of complex ideas and information as part of formal reports, strategies and plans.
- Written analysis of financial and service specific information.
- Ability to understand, interpret and provide information in order to develop strategies, plans and services
- Experience and ability to chair meetings effectively

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying: · Accountability at all levels · Customer care and pride in what we do · Continuous learning and evaluation · Valuing one another and the contribution each of us makes.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	