

Job Title: Edge of Care Coordinator	Role Profile Number: P/A
Grade: Q Salary:	Date Prepared: May 2019
Directorate/Group: Children, Families and Community Health	Reporting to: Early Help Operational Manager Professional Supervision: (Social Care Manager)
Structure Chart attached:	

Job Purpose

To operationally manage and supervise the Edge of Care team. Manage Edge of Care workers within the Family Intervention and Support Service to ensure a high quality service to children and families on the Edge of Care; focussed on good outcomes with timely interventions at the right level.

To model good management by taking professional responsibility for the provision of a high quality and responsive service.

Key Accountabilities

- To be responsible for the organisation, management and supervision of Edge of Care services for children and families.
- To be responsible for the team based development of high quality Edge of care work, practice by ensuring that case work is appropriately planned, critically evaluated and reviewed and that key performance indicators are met.
- To contribute to overall strategic planning and management of the service and to the development of high quality services.
- To lead the team ensuring that the functions of the Service are carried out effectively and in accordance with the legislation, regulations, guidance standards and local procedures and priorities.
- To continually improve services in the light of service user views, performance data and stakeholder feedback.
- To work flexibly across the core hours of the service provision. Including weekends and evenings on a rota basis.
- To plan and co-ordinate targeted support services for families, children and young people
- To plan and organise the delivery of individual needs led care packages in partnership with other relevant agencies to meet outcomes required.
- To act as an advocate for identified families, children and young people to facilitate access to, and understanding of appropriate services.
- To be responsible for accessing or delivering appropriate services to children, young people and their families.

- To be responsible for supporting and implementing team around the child (TAC), child protection and child in need plans as appropriate
- To assist with the management and coordination of a team of Edge of Care Workers
- To allocate, supervise and monitor workloads, making reports on progress to the Operational Manager
- Assist with the recruitment, selection and induction of staff and manage their performance through regular supervision and appraisal following the agreed policies.
- Participate in the audit of casework and gathering evidence.
- Support staff access to CPD
- Plan, organise and chair meetings.
- Promote integrated working practices.
- In accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work.
- Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.
- Contribute to and participate in his/her own personal development Programme.
- Undertake any other duties and responsibilities as may be required by the Service Manager commensurate with the grade of the post.

Supplementary Accountabilities

- To participate in the staff appraisal process, maintaining records of personal development and training using the I-Trent system.

Knowledge & Experience

- Skills in staff supervision and development
- Demonstrable experience of a range of services to vulnerable people
- Demonstrable working knowledge of relevant legislation, guidance and policy context relevant to the service area
- Understanding of Troubled Families Programme
- Commitment to a child-centred approach
- Demonstrable ability to organise and prioritise work appropriately
- Ability to translate complex information into an appropriate format that may be understood by a wide audience.
- Ability to negotiate with and motivate staff, children, young people and their families to engage with appropriate services.
- Commitment to team work and engagement
- Commitment to multi-agency working across a range of services to promote better outcomes for children and families.
- A working knowledge of performance management and service development
- Excellent interpersonal skills
- Computer literate with working knowledge of Microsoft office and other software packages
- Ability to work to tight deadlines in often pressured environments

Qualifications

- Candidates must hold a Health and Care Professions Council (HCPC) recognised social work qualification, be HCPC registered and have evidence of continuing professional development pursuant to a specialist level of knowledge.
- Practice Educators Award
- An advanced DBS check is required.

Decision Making

- Critical advisory role in case management and in determining interventions for children on the edge of care and working with the whole family
- Identifies and escalates team problems and risks
- Leads on complicated multi-agency working to inform assessment and care planning in order to make a positive difference to children and families in complex situations.

Creativity and Innovation

- A need to understand that diversity characteristics shape human experience and it's critical to the formation of identity. Diversity is multi-dimensional and includes race, disability, class, economic status, age, sexuality, gender and transgender, faith and belief. Also appreciate that, as a consequence of difference, a person's life experience may include oppression, marginalisation and alienation as well as privilege, power and acclaim, and are able to challenge appropriately.
- Dynamic, innovative, committed and passionate, with a comprehensive knowledge and skill-base to the challenge of working with vulnerable children and families.

<u>Job Scope</u>		
Number and types of jobs managed Edge of Care Workers x 8 (Grade N)	Budget Holder Responsibility	No
	Asset Responsibility:	.

Contacts and Relationships

- Children and their families
- Other professionals e.g. teachers. Health professionals, police officers, housing officers, voluntary sector organisations
- Early Help Teams
- Social Work Teams
- Other service areas across the Council

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)

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people?"

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.