



JOB DESCRIPTION

JOB TITLE: *Practitioner Manager (Level 1 MS9) – Early Help Helpline*

OFFICE LOCATION: *Cardiff*

LINE MANAGER: *Service Manager*

SUPERVISORY RESPONSIBILITIES: *Helpline Practitioners*

PRINCIPAL JOB PURPOSE:

Cardiff Early Help Service is a partnership between Tros Gynnal Plant and Families First in Cardiff.

The aim of the service is to facilitate early help, delivering the right help at the right time and the right level, for families with needs that fall below the threshold for statutory services.

The telephone helpline and its associated family visitor activity sit within the wider Early Help Service. The service also contains the practitioners delivering team around the family work under a separate Team Manager.

The Practitioner Manager job purpose is to deliver an efficient and effective early help helpline and visitor element of the service, both as a practitioner and a manager. Delivering direct work via telephone and in person as a practitioner in the helpline and visitor team and also as a manager with key performance and line management responsibilities for the helpline and visitor elements of the service. This includes ensuring achievement of targets, modelling best practice and providing expertise and advice in casework matters and ensuring that the service's practice standards, aims and objectives and key outcomes are achieved and a high quality, helpline and visitor service is delivered.

They will support the Early Help Service Manager in the development and implementation of the service including systems for its effective delivery.

DUTIES & RESPONSIBILITIES

1. To develop, implement, manage, operate, and assist directly in the delivery of, the telephone helpline and visitor elements of the service, line manage and supervise its practitioners, implementing and maintaining Tros Gynnal Plant's policies and practice.
2. To implement and participate in a telephone helpline and visitor rota, providing and maintaining cover at agreed levels both in respect of staff and partner agencies involved in delivery or support of the helpline.
3. To lead the development of the helpline, practitioner practice and resources to contribute to the delivery of an effective and efficient early help service and ensure that effective communication systems are in place with other service elements.
4. To manage the helpline relationships and interface with its in house social workers and other partners on a day to day basis.
5. To assist with the recruitment and selection of staff, carrying out the function of Appointing Manager when necessary in accordance with Tros Gynnal Plant's recruitment and selection policies and procedures.
6. To carry out the induction, supervision and appraisal of staff in conjunction with Tros Gynnal Plant's policies and procedures.
7. To contribute to the staff development plan and to ensure that practitioners are enabled to receive necessary training including restorative approaches and engagement, safeguarding and Signs of Safety.
8. To assume responsibility for the day to day operation and monitoring of the helpline delivery and budget and to assist in the preparation of quarterly and annual reports in liaison with the Service Manager.
9. To ensure that the helpline service element's financial and administrative systems are carried out in accordance with Tros Gynnal Plant's policies and procedures.
10. To coordinate the monitoring and the evaluation of the work of the team, undertake the effective implementation of the team's work plan and contribute to the assessment of the service's work against agreed objectives.
11. Ensure that accurate records are kept in accordance with Tros Gynnal Plant's policies and procedures and compliant with the Data Protection and Access to Records legislation and ensure systems are in place to gather data for the purposes of monitoring, reviewing and reporting and co-ordinate the monitoring and evaluation of the team's activity.
12. To ensure that Child Protection/POVA concerns which arise are identified and appropriate decisions are made regarding risk assessment, consultation and referrals with /to Social Services and/or the Police under supervision of the Service Manager.
13. To develop and maintain good working relationships with other agencies and act as key contact for helpline and visitor service elements.
14. To ensure that equal opportunities and anti-discriminatory practice are promoted in all aspects of the work.
15. To constructively challenge injustice or discrimination within services that affect children, young people and families with a view to affecting change.
16. To implement and deliver a Quality Assurance system to monitor customer (Families/Professionals) feedback of the helpline and visitor elements of the service.
17. Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

WORKING CONDITIONS

37 hours per week

Some work outside of office hours is necessary requiring a flexible approach to the working week. Occasional weekend work and occasional overnight stays to attend training / conferences / events or similar may be required

Travel to various locations requiring a full driving licence and access to transport

Core competencies (Applicable to all staff)

Communicating Effectively:	Expresses information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared
Respecting Individual and Cultural Differences:	Demonstrates the ability to work constructively with people of all cultures gender and backgrounds
Showing Team Spirit:	Develops effective relationships with colleagues and team members within and across the organisation
Managing Yourself:	Manages own behavior in a self-reflective manner and seeks opportunities for continuous learning and professional growth
Producing Results:	Produces quality results in a service-oriented and timely manner and is committed to deliver agreed outcomes
Embracing Change:	Is open to new approaches and ideas, responds positively to change and adapts quickly to new situations



Tros Gynnal Plant
Standing up for Children

PERSON SPECIFICATION

(Specific to this role)

*When completing your application form, please ensure you include evidence of how you meet **all** the **essential** criteria/requirements outlined. If you meet any of the desirable requirements, please also include evidence of this. Before completing the application form, you should ensure you read:-*

- *'Guidelines for completing the application form'*
- *'Guidance on writing competency statements for a job application'*
- *'Matching Competencies to National Occupational Standards.'*

REQUIREMENTS:	ESSENTIAL/ DESIRABLE	HOW MEASURED Application Form (A) Interview (I) Documentation (D) Test (T)
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> A professional qualification in social work, youth and community work or related discipline A management qualification or willingness to work towards a management qualification 	D E	A-I A-I
<p>EXPERIENCE</p> <ul style="list-style-type: none"> Managing / leading staff Project / service development Whole family working with families in complex situations using strength based approach Restorative approaches / Family Group Meetings /Conflict Resolution Work on a telephone based service 	E E E D	A – I A – I A – I A – I
<p>SKILLS, KNOWLEDGE AND UNDERSTANDING</p> <ul style="list-style-type: none"> Management and Leadership Supporting Children and Families within the Community Restorative Practice Issues affecting families living in poverty 	E E E	A – I A – I A – I
<p>OTHER</p> <p>The ability to speak Welsh</p> <p>Full driving licence and access to own vehicle</p>	D E	A – I A - D