



JOB DESCRIPTION

JOB TITLE: *Early Help Service Manager*

OFFICE LOCATION: *Cardiff*

LINE MANAGER: *Director of Family Services*

SUPERVISORY RESPONSIBILITIES: *Team Managers & Administrator*

PRINCIPAL JOB PURPOSE:

Tros Gynnal Plant and the Early Help Service are committed to the values and practice of Restorative Approaches.

The Cardiff Early Help Service is a partnership between Tros Gynnal Plant, Cardiff Families First and Cardiff Children's Services.

The Early Help Service Manager is responsible for the strategic coordination and development of the Early Help Service, including Team Around the Family and Helpline, and will work closely with the central Families First Team, Children's Services and broader networks of Welsh Government funded initiatives and support programmes in Cardiff.

The Early Help Service Manager has key line management responsibilities for the service and ensures that the service's practice standards, aims, objectives, and key outcomes, are achieved in accordance with the partnership agreement between Families First and Tros Gynnal Plant.

DUTIES & RESPONSIBILITIES

1. Strategic coordination and development of Early Help Services (Team Around the Family and Helpline) working closely with the Central Families First Team, Children's Services, Cardiff Partnerships and Tros Gynnal Plant.
2. Carry out the function of Appointing Manager when necessary in the recruitment of staff in accordance with Tros Gynnal Plant's recruitment and selection policies and procedures.
3. Carry out induction, supervision and appraisal of directly line-managed staff in line with Tros Gynnal Plant policies and procedures.

4. Construct a staff development plan and ensure that directly line-managed staff are enabled to receive necessary training.
5. Assume responsibility for the day to day operation and monitoring of the service budget and to assist in the preparation of annual budgets.
6. Ensure that financial and administrative systems are carried out in accordance with Tros Gynnal Plant's policies and procedures.
7. Develop and be responsible for the effective implementation of the team's work plan and the assessment of its work against agreed objectives.
8. Ensure that accurate records are kept in accordance with Tros Gynnal Plant 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.
9. Manage and report on RBA outcomes for Early Help Service.
10. Ensure that Safeguarding concerns which arise are identified and appropriate decisions are made regarding risk assessment and referral to Social Services / Other appropriate agencies.
11. Ensure that all relevant staff are appropriately trained in safeguarding and are familiar with Tros Gynnal Plant Safeguarding and Confidentiality Policy and know what is expected of them.
12. Investigate service level complaints or escalated complaints.
13. Deal with disciplinary and grievance proceedings and act as Investigating Officer in relation to Early Help staff.
14. Maintain good working relationships with Commissioners, Partners and other agencies.
15. Represent Tros Gynnal Plant and Early Help Service at external meetings, fora and events.
16. Contribute to the overall management of Tros Gynnal Plant.
17. Ensure that equal opportunities and anti-discriminatory practice are promoted in all aspects of the work.
18. Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

WORKING CONDITIONS

30 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

**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’**

REQUIREMENTS	ESSENTIAL/ DESIRABLE	HOW MEASURED Application Form (A) Interview (I) Documentation (D) Test (T)
QUALIFICATIONS		
<ul style="list-style-type: none"> A professional qualification in social work, youth and community work or related discipline 	D	A-I
<ul style="list-style-type: none"> A recognised Management Qualification 	E	A-I
EXPERIENCE		
<ul style="list-style-type: none"> Managing / Leading a team 	E	A-I
<ul style="list-style-type: none"> Project / Service Development 	E	A-I
<ul style="list-style-type: none"> Whole family working with families in complex situations using a strength based Restorative Approach 	E	A-I
<ul style="list-style-type: none"> Safeguarding 	E	E
<ul style="list-style-type: none"> Working with Signs of Safety model 	D	A-I
SKILLS, KNOWLEDGE AND UNDERSTANDING		
<ul style="list-style-type: none"> Restorative Approaches 	E	A-I
<ul style="list-style-type: none"> Leadership and Management 	E	A-I
<ul style="list-style-type: none"> Managing Change 	E	A-I
<ul style="list-style-type: none"> Managing People 	E	A-I
<ul style="list-style-type: none"> Managing Resources 	E	A-I
OTHER		
<ul style="list-style-type: none"> The ability to speak Welsh 	D	A
<ul style="list-style-type: none"> Full driving licence and access to own vehicle 	E	A-D

