

Job Description

Integrated Service Manager

Education and Children's Services

Service:	Children's Services	Team:	Early Help Service
Location:	Various across Lancashire		
Salary range:	£43,857 - £47,847	Grade:	Grade 11
Reports to:	Senior Manager	Staff responsible for:	Range of Operational Staff and Managers G9/8 and equivalent. <i>c. 2 – 8 direct reports</i>

Job Purpose

Reporting to the Senior Manager, leading a team of children's services professionals and practitioners, to ensure the development, delivery and continuous improvement of early help services for children, young people and their families and carers in Lancashire.

Responsibility for overseeing the development of service delivery plans for local implementation and managing a team, ensuring that children, young people, carers, and families receive first class early help and timely support to meet their needs and identify/manage risk.

To drive thematic leadership in relation to nominated responsibilities on behalf of the service with strategic responsibility for practice innovation, policy development and continuous improvement in those areas e.g. Early help response to Domestic Violence, Neglect.

The will lead in their areas, the development, delivery and review of early help services for children, young people, their families and carers so that Lancashire's children, young people and families receive the early help they need to be protected from significant harm, and improve their life chances. They will work in partnership with key strategic providers of early help services to develop service provision with alignment to one of the five Integrated Care Partnership areas in Lancashire;

- Morecambe Bay
- Fylde Coast
- Greater Preston, Chorley and South Ribble
- West Lancashire
- Pennine Lancashire

The Integrated Service Manager will lead the delivery of effective support and services to children, young people and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential

To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.

3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. Ensuring delivery of Service Plan objectives within their team's geographical areas of responsibility and delivering results to meet the needs of the service users through effective organisation of the team and monitoring of workflow.
2. Developing and embedding a performance culture within the team to ensure targets are met and poor performance is effectively managed.
3. Responsibility for risk management oversight of their areas direct delivery work, so that appropriate responses are made in relation to intensive and complex work.
4. Ensuring Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the team's objectives within the Service Plan and the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
5. Leading a process of continual improvement of Early Help Services which contributes to improved life chances for children, young people and their families by taking strategic leadership responsibility for one or more key thematic agendas on behalf of the whole service.
6. Visibly and actively supporting and promoting the corporate activities of the Council and the values of the Council.
7. Being aware of changes to policy and procedures and plan for consequent changes to services.
8. Drawing on available performance data and intelligence, to inform influence and shape the development and response to early help service provision in their areas.
9. To secure the effective use of the available financial and other resources across the Children's Services system and work collaboratively with other Early Help partners to enable children, young people and families to gain access to the right support at the right time.
10. To ensure all staff are trained, supervised, developed and supported to provide the best possible outcomes for children, families and carers, seeking help from more senior managers and corporate colleagues as appropriate.
11. To ensure the team has in place appropriate systems and procedures to prioritise and manage demands on the service by allocating staff and resources appropriately, in accordance with needs, and Education and Children's Services policies.
12. To monitor the team's performance with reference to local and key performance indicators for Early Help, using performance and statistical reports as required.
13. To ensure the County Council's Performance Engagement policy is implemented in accordance with Supervision Policy and Procedures.

14. To support the development of the Council's policies, processes, practices and systems in respect of Early Help Services, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council and wider partners working with Early Help Services.
15. To produce reports and presentations to relevant stakeholder and management groups ensuring high quality representation of Lancashire County Council
16. To actively promote the effective recruitment and retention of the Children's Services workforce.
17. Performing and ensuring the discharge of administrative duties (including budget control, record keeping and health and safety)
18. To provide positive leadership, instilling a clear sense of direction, priority and pace which reflects the council's values.
19. To lead people in an inclusive way to deliver strategic and operational objectives.
20. To support the building of positive relationships with children, young people and families; ensuring that their requirements and needs are at the heart of the design and delivery of services in accordance with the Council's Corporate and Partnership strategy and giving prompt attention to any complaints/concerns raised about the services/decision making of the team.
21. To build and promote successful partnership working across agencies to deliver a cost effective and "good" service.
22. To work with partners to secure feedback on the effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.

Other

23. Periodic involvement in rotas for Standby and Significant event duty as appropriate to the needs of the service
24. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification (Grade 11 – Managerial)
Integrated Service Manager
Education and Children's Services

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level 6 qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised or operational field	E	A
Management Qualification or significant management training	D	A, I
Experience:		
Experience at middle management level; managing complex operations/functions/services	E	A, I
Minimum of 4 years of management or leadership experience in Early Help or related services.	E	A, I
Risk management oversight in complex cases/issues within an early help setting.	E	A, I
Ensuring delivery against agreed service plans and managing services in line with agreed budgets, targets and plans	E	A, I
Innovative and creative management of services within a diverse, changing and challenging financial environment	E	A, I
Working with multi agency partners to foster collaboration and joint delivery agreements which meet shared objectives	E	A, I
Management and development of teams to ensure high quality service delivery within an uncertain environment	E	A, I
Knowledge and Skills:		
Strong analytical, evaluative and problem solving skills	E	A, I
Project and change management skills	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I

Good understanding of Corporate and service strategy and objectives and translation and implementation at local level	E	A, I
Skills in partnership working across Children's Services environment. Promotes co-operation, working together with other organisations and service users as the means of shaping, developing and delivering services	E	A, I
Detailed knowledge of early help social policy, and sound understanding of related policies and procedures.	D	A, I
Sound knowledge and understanding of the continuum of need, thresholds and current research on effective early help practice	E	A, I
Knowledge of childrens services inspection framework and understanding of the key standards of service expected.	D	A, I
Ability to advise and make decisions on complex early help cases.	E	A, I
A clear and compelling picture of the direction early help service provision is going and communicates it with energy and enthusiasm Promotes working together as one department to maximise resources and minimise duplication	E	A, I
Ability to manage a diverse workforce with associated human resources procedures to ensure safe recruitment and the retention and performance management of staff.	E	A, I
Application of managerial judgement to ensure service area objectives are achieved	E	A, I
Ability to translate broadly defined deliverables into a clear work schedule/annual plan for the team, co-ordinating and integrating some diverse areas of work to provide clear direction for the team.	E	A, I
Monitors work plans to ensure performance standards are achieved, in terms of consistency and quality.	E	A, I
Ability to develop, operate and interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	E	A, I
Actively uses, organises and analyses information to inform the management processes.	E	A, I
Excellent communication both verbally and in writing, structures ideas and information which results in clarity, understanding and impact.	E	A, I
Other (including special requirements)		

1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. This is an essential car user post. You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who as a consequence of a disability are unable to drive.	E	I