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|  | | | | JOB DESCRIPTION | | | Form JD1 | |
| JOB TITLE: Head of Assessment, Multi-Agency Safeguarding Hub (MASH) and Targeted Interventions | | | | | **POST NUMBER:** | | | |
| **REPORTS TO** (Job Title): | | | | | Assistant Director | | | |
| **DEPARTMENT**: Children’s Safeguarding | | | | | GRADE: 12 | | | |
| **JE REF:** | | | 79 | | PANEL DATE: | 15/06/2021 | | |
| **1.** | MAIN PURPOSE OF JOB To provide a senior leadership role in driving a transformational change programme across the Assessment, Multi-agency assessment hub MASH and Targeted Interventions Service. Which includes an early help response, edge of care and child exploitation.  To provide a senior leadership role in Children’s Services that:   * Oversees the planning and development of services in line with the Council’s agreed strategic direction * Co-ordinates the overall management of services within their area of group responsibility. * Oversees the planning and development of services in line with the Council’s agreed strategic direction * Works with external and internal agencies to maximise the effectiveness of their service delivery area * Ensures that the highest standards of practice are developed and staff, including service managers, are supported and held accountable to achieve the highest levels of professional practice * Ensures services are delivered in accordance with statutory frameworks and departmental guidelines and procedures. * Manages change processes and service enhancements required to improve outcomes for children and families * Delivers a cost effective service to an agreed budget and for managing resources in line with this objective, including staff recruitment * Represents the CoY CSC at external strategic forums, including presentations at local and national events and if required supporting media communications | | | | | | | |
| **2.** | **KEY TASKS:**  *In carrying out any or all of the following tasks the post holder will be expected to pay due regard at all times to the Council's stated policies relating to customer service and equal and fair treatment for all customers and employees.* | | | | | | | |
|  | Specific job purposes The Head of Assessment, MASH and Targeted Interventionswill be responsible for the safe and effective delivery of:   * The Assessment Teams * The Multi-Agency Safeguarding Hub * The Immediate Response Service, Edge of Care Team, and the Family Group Conference Service * Local Area Team Early help service   In addition the Head of Assessment, MASH and Targeted Interventions will:   * Represent the local authority with key partner agencies such as CAFCASS, the Judiciary, NSPCC, Education and statutory agencies including the Police and Health. * Ensure effective communication to all staff and partners which provides a clear line of sight between social workers, managers and senior managers. * Identify and interpret relevant legislation and guidance that impacts on social work practice * Deputise for the Assistant Director as appropriate * Drive forward a change programme for early help and an immediate and targeted response to child in need   The Assessment and MASH service, including the Immediate Response Team will:   * Provide a service where professionals can discuss concerns with a qualified social worker to agree whether a referral into CSC is appropriate or signpost to alternative sources of support * Make initial enquiries to determine whether an assessment under s17 of the Children Act is appropriate. * Undertake a proportionate single assessment under s17 CA to determine an appropriate response/ service to all accepted referrals. * Conduct enquiries under s47 of the CA where appropriate. * Provide a crisis intervention service and prevent escalation of concerns. * Hold a case load of Child in need for 3 months of intervention.   The Family Group Conference Service will:   * Offer an early service to families to enable them to work together to meet the needs of the children.   The Targeted Intervention Service will:   * Deliver time bound targeted interventions to children and families to reduce risk and inform plans and risk to provide an early intervention and help response for children at all levels of the threshold for early help and statutory intervention. | | | | | | | |
|  |  | To ***accept delegated responsibility for the day to day management of those services under the control of the post holder*** making decisions and exercising judgement on behalf of the Assistant Director | | | | | | |
|  |  | To *supervise on a regular basis named managers within their group* in line with departmental procedures and to ensure that all have an up to date staff appraisal and personal development plan | | | | | | |
|  |  | To ***ensure that effective arrangements are in place to receive and act upon referrals to those services under the control of this post holder*** and to co-ordinate the effort of all departments and external agencies in the interest of the individual child or young person | | | | | | |
|  |  | To ***ensure that the necessary services are in place for children in need*** maximising the use of community based services and maintaining children within their own family or a substitute family wherever possible | | | | | | |
|  |  | To ***take responsibility for co-ordinating the full contribution of their group to the work of the Children’s Safeguarding Partnership*** and other relevant partnership bodies | | | | | | |
|  |  | To ***establish and maintain robust child protection arrangements*** | | | | | | |
|  |  | To ***monitor that every child or young person within their Group responsibility has an individual plan*** and that all assessments are undertaken in line with statutory guidance and legislation. | | | | | | |
|  |  | To ***ensure that adequate arrangements are in place for supervising staff*** in carrying out their duties effectively within a safe and supportive environment | | | | | | |
|  |  | To ***ensure that arrangements are in place to enable all staff within the post holder’s responsibility to be kept fully informed*** of and where appropriate enabled to contribute to the development of the services within the department | | | | | | |
|  |  | To ***line*** ***manage sensitively but firmly*** placing an emphasis on leadership and motivating staff rather than on mechanisms of control | | | | | | |
|  |  | To ***establish and maintain quality assurance systems*** in conjunction with othersand to prepare and present reports on an appropriate basis to members | | | | | | |
|  |  | To ***help set and respond to management objectives*** for Children's Services and the safeguarding partnership to allocate, manage and monitor performance and resources to deliver agreed policies on time and within budget | | | | | | |
|  |  | As agreed with the Assistant Director ***to lead the authority’s response to new legislative/ practice guidance*** | | | | | | |
|  |  | To ***establish and maintain good internal and external relationships*** with service users, staff colleagues, Trade Unions and elected Members | | | | | | |
|  |  | To ***ensure integrated assessment and family support services are developed*** and enhanced both within children’s services and alongside other agencies | | | | | | |
|  |  | To manages Stage 2 complaints and disciplinary/grievances | | | | | | |
|  |  | To deliver development projects as required | | | | | | |
|  |  | To provide cover or supports the delivery of other duties as required | | | | | | |
|  |  | To investigate and appropriately escalate apparent non-compliance issues and advise on resolution | | | | | | |
|  |  | To represent their service delivery area at Strategic Management Forums | | | | | | |
|  |  | To analyse management data, including action planning | | | | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  No. of reports –  Direct: 7  Indirect: 41 | | | | | | | |
| **4.** | CREATIVITY & INNOVATION The post holder will have experience of managing complex projects and/or functions and activities.  The post holder will have well developed interpersonal skills to work with and influence a range of internal and external professionals, teams, senior managers and service users with the ability to establish, lead and effectively communicate change  The post holder is actively involved in the strategic planning of children’s social care services and the partnership within Assessment, MASH and Targeted Interventions. Excellent communication skills with a proven ability to work across multi-disciplinary spectrum at a strategic level.  Excellent leadership skills to inspire, motivate and develop team members to high levels of performance  The post holder manages specific project implement changes within the current service to meet the changing needs identified within the community incorporating government standards and best practice to reconfiguring existing services.  The post holder is responsible for reviewing existing policies and procedures within the service and updating in response to changes in practice, new government standards or identified best practice changes.  The post holder provides support to service managers sharing their knowledge and experience to assist in the resolution of the complex problems within the service, helping to manage the risk.  The post holder is actively involved in the strategic planning of children’s social care and support services within the wider CSES and across the children’s partnerships in York.  The post holder will strive to constantly raise the profile of the child / young person’s voice in every aspect of service delivery and development. | | | | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS**  This post sits within a multi-agency environment and the post holder will have contact with colleagues from various services, trade unions and elected members.  The post holder will have contact with colleagues from various areas within the council and community services when working on both strategic and operational issues through a variety of contact methods including emails, telephone and face to face meetings.  This post sits within a multi-agency working environment and the post holder will have contact with colleagues from other services, trade unions and elected members.  **Daily**:  They will have contact with colleagues within Children’s Services, including other Service Managers, Social Work Practice Managers, Independent Reviewing Officers, children’s Social Workers, other care providers such as residential children’s homes and admin staff in connection with those children for whom they are providing a service. They will work closely with fostering services or adoption services to find placements for those children in need and also external providers of childcare.  **Very frequent**:  They will have contact with service managers for whom they provide direct and indirect line management. They will have contact with colleagues within wider Council and partner services such as strategic services and housing services and also colleagues within the Clinical Commissioning Group in relation to service planning and delivery.    **Frequent:**  They will have regular contact with their manager, providing management information on the service as part of the quality review process. With the police, schools and health services when gathering information with respect to an individual child’s circumstances and at a strategic level to inform the development of the service.  They will attend multi-agency meetings in relation to complex or high profile cases, and in relation to their portfolio responsibilities.  They will have contact with other departments within the council such as human resources or legal services.  They will have fairly frequent contact with other local authorities developing partnerships and sharing best practice. They will have contact with Members, particularly when presenting service reports. They will have frequent contact with managers within the Acute Trust in relation to the service and the development of multi-agency working.  **Less Frequent:**  Acting up for the when required to do so in his/her absence and covering for heads of other services as requested.  They will also work with other authorities, particularly when children are being transferred or they are in need of assistance with the provision of a particular care package or when they are researching cases and best practice.  Occasionally they will have contact with MPs when dealing with service queries. They will have contact with government departments such as DoH (Department of Health), Ofsted in relation to service queries or statutory returns and inspection. Legal Services when requiring advice in relation to operational issues. Managers of voluntary and independent sectors providers in relation to partnership working and service delivery. Members of the media when dealing with service queries.  Occasional contact with carers of customers when dealing with issues and complaints and customers when making site inspections. As head of service they will have contact with representatives of the unions when consulting on service changes which impact upon staff or when conducting disciplinary investigations and/or chairing disciplinary hearings. They will have some contact with the general public when addressing public meetings as the representative of the department. | | | | | | |
| **6.** | **DECISIONS – discretion & consequences**   * The post holder will have delegated responsibility for decisions affecting the safety, future care arrangements and risk management in relation to vulnerable children and young people in York. This has far reaching ramifications for safe social work practice and delivery across children’s services. This relates to all areas of service delivery but specifically: * Oversight of decisions undertaken by the Assessment teams, MASH and Targeted Interventions Service * The quality of decision making in relation to best practice following audit and quality assurance information * Technical knowledge as required from the role of Head of Assessment, MASH and Targeted Interventions * Significant contribution to demand budget management and/or manage a significant budget * To work as a member of the Children’s Social Care Management Team and in collaboration with others to achieve agreed objectives and targets set as part of the council’s business planning processes and an individual annual appraisal. * To take a key role in partnership working with the city of York safeguarding children partnership * Work in legal, financial and personnel frameworks across partner organisations and multi-agency coordination and liaison * To agree service objectives and targets to ensure improved outcomes for customers. * Deliver staff training and mentor and assess staff development to ensure adequate knowledge for provision of appropriate services and develop and implement best practice * To contribute to service planning and development through the preparation of reports to Members and attendance at appropriate committees. * To set and manage agreed budgets (up to £7,000,000) in line with the council’s financial regulations and ensure that services are delivered within the resources available. * To monitor performance of Service Managers and service delivery against national and local performance targets. * To ensure that national and local standards are applied and met across all services and effective quality assurance systems are in place. * Plan and develop services to establish an integrated strategic and operational partnership involving other council departments and external agencies. * To manage service change and take a lead in specified projects for delivery of any of the agreed objectives. * To take lead responsibility for instigating and investigating disciplinaries and where appropriate chair a panel. * To be responsible for a range of HR functions including staff selection, capability, grievances and other HR procedures. * Tobe responsible for ensuring that investigations of stage one and two level complaints are carried out in line with CYC procedures, where necessary representing community services at Stage 3 complaint review panels. * To act as a focal point for enquires from MPs (Members of Parliament), Members and the media in relation to the service. * To act for the Assistant Director when required, to do so in his/her absence, and cover for heads of other services as requested.   The post holder is required to take decisions all the time. The decisions taken impact directly on the child and their family/carers; they are made to protect the child and to secure their welfare. The decisions taken will have an effect upon the rest of their life.  The Head of Service reviews decisions made by the Service Manager (and Practice Managers) to ensure that the correct level of care is being met, deadlines are being adhered to and appropriate records maintained.  The Head of Service will take decisions in relation to the management of risk and will ensure systems are in place to mitigate them.  As an investigating officer they will need to assess complaints and determine what type of investigation is required, gather the information and present findings.  The post holder is required to ensure that Services within their responsibility are developing and fully responding to the requirements of local and national performance requirements.  The post holder holds lead responsibility for ensuring that the statutory duties contained within the Children (Leaving Care) Act are met within the local authority  Taking decisions is a key role and the post holder will constantly be required to take decisions in relation to the service. The range of decisions will vary from operational issues through to strategic decisions and will affect all areas of the service and external partners. With regard to service delivery the post holder will take most decisions alone, however, some will be taken in consultation, particularly when the effects of a decision may impact outside the service, then the post holder will consult with management team to reach an appropriate decision. The post holder takes many decisions to manage the risks within the service, so reducing the exposure of the council to negative impact or public exposure and therefore the post holder must be very aware of the political environment and the impact of decisions. The service decisions taken impact upon approximately 800 customers within the York boundaries.  The post holder has the authority to appoint staff and will be involved in the recruitment selection process as part of their HR function within the service. The post holder is responsible for the management of service budgets (up to £7,000,000) and for setting service targets.  This is a complex and high risk area in terms of outcomes for children and reputational and financial risk to the Council.  The post holder has the authority to agree to expenditure within delegated authority to the value of £15,000 and can make recommendations for higher spending to departmental management team (DMT).  As the chair of a disciplinary panel the post holder will take the decision on the most appropriate action up to and including the dismissal of a member of staff subject to the evidence presented to the panel and will report the action to the Head of Service.    **Consequences** – The Head of Service oversees work within the system to ensure that the interventions recommended within the child’s plan will meet the complex needs of the vulnerable child/young person. They are ultimately responsible for ensuring that the Service Units and the care provided will meet the statutory requirements and deadlines placed on the local authority and will enable it to meets its duty of care for children within the care system.  The post holder will assist the council to meet its obligation to provide social care services for people living within the York area. They work with CSMT to plan the structure of the service and they will manage the delivery of the service to meet the identified needs, incorporating government standards and encouraging closer working relationships with partners such as the Public Health | | | | | | |
| **7.** | **RESOURCES – financial & equipment**  Description Value  Mobile £100  Named key holder for buildings | | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**  .  **Work demands**   * Post holder has to plan their workload and work within service deadlines. The workload will constantly vary due to the need to balance the strategic workload against the operational demands and it can be quite difficult to maintain a balance. Priorities have to be constantly monitored and adjustments made to reduce conflicts and maintain service deadlines, the urgent need to address operational issues can often interrupt the planned strategic work causing conflict and increased pressure to meet deadlines.   **Physical demands**   * This post is not physically demanding, but can be very demanding emotionally and psychologically. * Mixed work conditions; part of the time is office based. The post holder does a lot of driving to get to meetings; sometimes they have to travel long distances.   **Work conditions**   * Mixed work conditions, part of the time is office based and may require periods of high levels of concentration writing reports or during meetings, different locations have issues regarding lighting and noise levels. * Transferring between locations for meetings the post holder can be exposed to the various weather elements.   **Work context**   * At this level the risk from verbal or physical aggression is very low, occasionally may receive an aggressive phone call. The nature of the work is very demanding and can occasionally be stressful. The post holder will regularly have to deal with difficult decisions and this will sometimes involve giving unwelcome news which can be very stressful and emotionally draining. | | | | | | |
| **9.** | **KNOWLEDGE & SKILLS** **General**  1. A social work qualification (CQSW or equivalent) is required. 2. Professional qualification to at least degree level with substantial senior management experience 3. Social Work England Registered. 4. Have significant experience at a management level with a relevant local authority department or independent provider of housing and social care services. 5. The post holder must have direct, relevant experience of Children's Services and a wide experience of inter-agency working. 6. A thorough knowledge and understanding of Local Government is expected demonstrating a political awareness and the necessary skills to relate well to Elected Members. 7. A clear commitment to the development and delivery of customer centred services.   **Specific Skills and Experience:**   1. Excellent inter-personal skills and relevant track record in developing and delivering services to Children and Families. 2. Manage and develop the service to meet improvement targets identifying and facilitating changes of direction in line with national and local guidance 3. Design systems and service provision using professional or specialist knowledge and expertise to identify trends and issues which have a broad impact 4. The ability to provide leadership to motivate and develop staff under the post holder’s control. 5. High standards of written and oral communication. 6. Demonstrable evidence of managing resources within budget and delivering expected outcomes. 7. Awareness of good employee relations and evidence of negotiations/consultations with staff and their representatives. 8. Experience of target setting and performance management. 9. Some experience of working with the media. 10. A proven track record in delivering high quality, customer oriented services. 11. An ability to access the potential of new technology to aide communication and to facilitate responses to the performance management agenda. 12. Ability to compile bids for funding 13. Project management skills in addressing barriers to initiation and development of specialist services 14. The post holder will have experience of managing complex projects and/or functions and activities.   **As this role is public facing, applicants will need to demonstrate, at interview, their competency to converse and provide advice and guidance to members of the public, in spoken English to CEFR level C2:** Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it.  This post requires the post holder to undertake an enhanced – child workforce (with barred list check) criminal record check via the Disclosure and Barring Service. | | | | | | |
| **10.** | **Position of Job in Organisation Structure**  Assistant Director  Other positions at the level  Head of Service Assessment, MASH and Targeted Interventions Teams  **Direct reports:**  Service Manager / Team Manager  x 3   Assessment team 1 , 2 and 3  Service Manager/ Team Manager x2  MASH  Service Manager / Team Manager Targeted Intervention Service  Service Manager / Team Manager Child Exploitation Team | | | | | | |