

# SERVICE DIRECTOR FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

## Role Profile



<b>Title</b>	Service Director for Children, Young People and Families	
<b>Grade</b>	Chief Officer	
<b>Reference:</b>		
<b>Reports to:</b>	Director of Children's Services	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Strategic Leader	
<b>Primary purpose of role</b>	<p>The corporate lead for the safeguarding of vulnerable children, young people and their families.</p> <p>Lead on the development and implementation of the Council's strategy for commissioned services for children, youth and families, alongside health agencies and the Director of Integrated Commissioning.</p> <p>Represent the Council across the city, region and nationally; promoting the city as a place for business and opportunity through the innovation of services within the Council.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ The principal adviser to the Council, the Children's Safeguarding Board and Children and Young People's Partnership on commissioned services for children services and direct delivery of children social care services and youth services, including those services for children and young people currently integrated with health,</li> <li>▪ Ensure the effective operation of the Council's Corporate Plan in relation to service delivery and efficiency, customer and client engagement and feedback and transparency.</li> <li>▪ Lead and manage a team to ensure the effective development of strategies that contribute to outcomes for the city.</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ The lives of children and young people are improved; their chances and aspirations are raised.</li> <li>▪ Front line services and improved outcomes for the community are efficiently delivered.</li> <li>▪ The Early Help Strategy is implemented across the Council and partner agencies.</li> <li>▪ Youth Offending and Youth Services are delivered effectively</li> <li>▪ Strategies for the improvement of outcomes for health and social care, customer services and are delivered.</li> <li>▪ Business models are developed to maximise the efficiency of functions across the Council and our partners through shared resource arrangements, joint commissioning with partners and effective contract management and delivery.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ensure operational matters are efficient and in line with agreed targets as set annually at performance review.</li> <li>▪ Promote and develop effective working partnerships including effective use and alignment of resources across the city, regionally and sub-regionally.</li> <li>▪ Line management of circa 400 employees over multiple sites across the city.</li> <li>▪ Development of the Council's commissioned services (working with the Head of Service Strategic Cooperative Commissioning) within the social care, youth and health arena.</li> <li>▪ Accountable for the provision of statutory children's services as specified in the Children's Act 2004, the Crime and Disorder Act and Legal Aid Sentencing and Punishment of Offenders Act 2012, Youth Justice Plans and functions and The Education and Inspections Act.</li> <li>▪ Act as the 'Caldicott Guardian' for children's services.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Balanced delivery of a departmental budget of circa £30 million.</li> <li>▪ Corporate priorities, policies and plans are delivered.</li> <li>▪ Services are delivered differently, more effectively and improve customer experiences and access to services.</li> <li>▪ Services are compliant with requirements of legislation.</li> <li>▪ The Council's performance management arrangements are robustly implemented and adhered to including appropriate monitoring and planning prioritised improvement.</li> <li>▪ The Council's obligations for safeguarding of vulnerable groups is reflected across all areas of service delivery with direct responsibility for children's social care safeguarding</li> <li>▪ Youth Offending and Integrated Youth Services are delivered in line with Section 39 (i) of the 1998 Crime and Disorder Act, Legal Aid Sentencing and Punishment Act 2012, the Youth Justice Plan and relevant sections of the Education and Inspections Act 2006</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Lead a department with responsibility for its performance through the management and use of staffing, financial resources and technology – involving stakeholders, partners and customer feedback to deliver services.</li> <li>▪ Lead the transfer and redesign of services from traditional departmental structures into a modern and effective customer centre and community hubs including the migration of customer data into a single source.</li> <li>▪ Develop recommendations for decisions by the Council and Executive around resources, strategy, investments and direction of the Council in relation to commissioned services across children, young people's and complementing adult services and direct delivery of children and young people's social care services including those services for those currently integrated with health, for example, children in transition between children's and adult services.</li> <li>▪ Make recommendations to Members to improve the performance and delivery of the Council in relation to city priorities and other local authorities.</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Determine how best to manage and motivate circa 400 staff within the department to maximise attendance, productivity and change linked to improved performance and outcomes for the service user.</li> <li>▪ Ensure decisions are taken to identify, manage and mitigate corporate risks.</li> <li>▪ Make recommendations for strategic decisions for the improvement of service delivery, efficiency and service design including market management and stimulation.</li> <li>▪ Take decisions for the allocation of resources within the Department to prioritise within corporate objectives and deliver improved and efficient services.</li> <li>▪ As part of the Senior Management Team, take decisions on corporate direction, operational delivery and performance and recommendations to Council and the Executive in relation to service design and delivery to customers and clients.</li> <li>▪ Take decisions as delegated by Council, the Executive and the Chief Executive of the Council.</li> <li>▪ When designated, deputise for the Director for Children's Service (DCS).</li> <li>▪ Undertake other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Must hold a social work qualification and a registration to practise (with the Health and Care Professions Council (HCPC)).</li> <li>▪ Knowledge of social care, youth and family services and commissioning frameworks and legislation, as well as current and future policy developments within the social care system.</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Substantial experience of leading and developing a successful social care department, including a strong commissioning and enabling model of delivery linked to outcomes.</li> <li>▪ Substantial experience of maintaining high safeguarding standards.</li> <li>▪ Strong record of delivery and improvement of whole system change and development of effective commissioning strategies.</li> <li>▪ Evidential ability to have identified strategies for collecting and using market and client data to drive performance improvements and efficiency.</li> <li>▪ Strong record of the involvement of service users in the design and determination of services within the children's social care sector.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Working within large, complex organisations.</li> <li>▪ Strong financial and commercial awareness, including delivery of third party contracts / SLAs.</li> <li>▪ Ability to meet the expectations of a Strategic Leader within PCC.</li> <li>▪ Experience of working and developing community sector organisations to support the work of safeguarding, crime prevention and raising aspirations and outcomes for young people.</li> </ul>

<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Large scale business and culture change methodologies, including programme management skills.</li> <li>▪ Customer and client engagement and communication methodologies.</li> <li>▪ Organisation of services, including face-to-face, internet, mobile devices and social media channels for communication, transactions and information.</li> <li>▪ Safeguarding knowledge and understanding of systems to protect vulnerable groups.</li> <li>▪ Ability to work effectively across partnerships and foster a collaborative environment for the benefit of clients and service users.</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	