



Your job

Job Title: Service Manager - Children First Partnership Hub

Service: Children and Families

Grade: 14

Reporting to: Service Lead

As a service manager within Children's Social Care, you will lead a high performing, child focussed Children First Partnership Hub (CFPH) supporting children and families in need of help and protection. You will be responsible for the day to day running of the CFPH, leading the service to deliver high quality, effective Social Work practice. The CFPH delivers a safe single point of entry for all referrals for children and families within the Wigan Borough. The CFPH enables information to be shared appropriately and securely with our partner agencies, Police, Health, Education, Probation, CAMHS and Housing to ensure the early identification of need, risk and harm, so that effective decisions can be made to keep children safe and ensure that swift, timely actions are taken.

As the Service Manager, you will contribute to matrix management of partner agency staff, to ensure shared understanding and meeting multi agency objectives. The post holder will lead on the continued development of the CFPH providing a seamless response to all contacts, so children and families receive the right support at the right time.

You will lead a high performing, child and family focussed service. You will be responsible for the day to day running of your service, including staff resource and teams within your service. You will manage and be responsible for financial budgets associated with your service, ensuring that budgets are adhered to, and council funding is spent responsibly.

You will support the Service Lead to manage the strategic development, delivery, and transformation within the associated Social Care service area, meeting all statutory requirements.

You will ensure that Family Safeguarding is embedded as our practice model through effective leadership and management, working to support staff and enabling strength-based approaches to service delivery using motivational interviewing. You will ensure that the service is of high quality, meeting statutory requirements and supporting children and young people to access the right support through highly effective performance management oversight.

You will be required to undertake Senior Manager on-call for Out of Hours (OOH) on a duty rota basis for senior manager decisions that need an out of hours response.

You will support our Progress with Unity, embedding the six ways of working into daily practice. You will demonstrate and encourage others to be creative, innovative and improve service delivery, demonstrating improved outcomes and value for money. You will be central in developing the work force, fostering a culture of continued learning, ensuring best practice and developing aspirational future leaders within the organisation.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Lead a high performing, high quality multi agency front door- Children First Partnership Hub (CFPH)
- Provide direct line management of CFPH Team Managers and the Business Support Manager, in line with Wigan's policy and procedures. In addition, as above, matrix management of partnership agencies.
- Lead the continued implementation of Family Safeguarding and Motivational Interviewing as the model of practice with families.
- Drive effective and robust strength based practice and have confidence that the best outcomes are being achieved for children and their families.
- Work alongside the Duty and Assessment Service Manager and Service Lead to ensure timely and relevant recruitment to ensure the service is fully resourced with appropriately qualified and experienced staff.
- Lead on the promotion of the CFPH to ensure there is a common understanding of thresholds and processes including support and challenge to partner agencies as appropriate.
- Assess and implement opportunities for multi-agency learning based on research and inspection and review findings at both a local and national level in relation to complex safeguarding.
- Proactively work with the Education Safeguarding Liaison Officer to build effective relationships with key external Education, Training and Employment stakeholders.
- Ensure that the Early Help Hub continues to be developed and embedded providing the best outcomes for children and young people at the earliest opportunity.

On an ongoing basis you will:

- Be passionate about improving the lives of children and families.
- Lead on developing service plans to ensure a consistently high standard of aligned to Children's transformation plans.
- Work in an open and collaborative leadership style which values the contribution of others and motivates and enables the CFPH achieve its individual and collective potential and make a difference.
- Provide strategic leadership to develop and deliver high quality practice in the service.

- You will ensure that children and families have the right support and intervention at the right time and by the right service.
- Support the Service Lead to ensure there is a continuous focus on the performance and quality of interventions with children, young people and families.
- Be responsible for providing direct management support and leadership to the Team Managers, driving performance, whilst offering high support and high challenge. Along with quality supervisions that drive practice standards within the service whilst ensuring staff feel supported to develop and grow in their roles.
- Be responsible for managing a budget in your service understanding financial constraints whilst providing clear and effective leadership.
- Establish effective partner relationships, the ideal candidate will be able to demonstrate excellent interpersonal effectiveness particularly with regard to strategic development.
- Drive the delivery of the Practice Priorities for Children and Young People and Quality Assurance Framework to develop services, ensuring strategic plans are understood by your teams and reflected in day-to-day service delivery.
- Embed a culture of learning and reflective practice to assist with the development of services, informed by evidence based, best practice and disseminating learning from local and national case reviews and share opportunities to learn, grow and develop their skills.
- Be accountable for the effective implementation of a performance management framework. You will be accountable for the performance and the raising of standards of practice, reporting and providing assurance to the senior leadership team.
- To deputise on behalf of the Service Lead and other Service Managers as required, including in a range of multi-agency complex meetings and panels.
- You will be expected to support the Out of Hours rota as a Senior Manager to ensure effective support for families during evenings and weekends.
- Work with Human Resources to maintain standards of practice and communication, referrals and case management in respect of Ofsted, Social Work England and other regulatory bodies.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Be fully qualified, have accredited social work professional status (CQSW, DipSW, CSS, PQCCA), current registration with Social Work England,
- Strong leadership skills, with considerable experience of managing statutory specialist services and experience of chairing complex meetings
- Significant knowledge and fundamental understanding of current research, innovation and good practice standards in relation to children & families and safeguarding.
- In depth knowledge of statutory and legislative frameworks which underpin safeguarding children, working together, collaboration and effective planning to ensure that children receive the help they need.
- Proven, effective experience of implementation of strategic plans, and leadership of achieving KPIs
- Experience of successfully leading services in a front door environment and supporting staff during periods of change and development
- Excellent negotiation and influencing skills, with internal and external stakeholders
- The ability to successfully plan for and effectively contribute to transformational plans and programmes as well as statutory service requirements e.g. Ofsted.
- The ability to manage a heavy workload under pressure and meet competing deadlines.
- A good decision maker who can make critical decisions using your own initiative.
- A political awareness and experience of working with key stakeholders to ensure collaboration and partnerships.
- The ability to work as part of a team and as an individual, with an innovative approach to recognising problems and providing solutions.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”