



Your job

Job Title: Early Intervention Development Manager

Service: Early Intervention Service

Grade: G10

Reporting to: Early Intervention Service Lead

The Early Intervention Service is a range of discrete teams designed to improve the independence, safety and wellbeing of children and adults, in line with Wigan Council's Progress with Unity missions.

The service consists of the following teams: Community Adult Front Door team, Reablement, Integrated Community Equipment Store, Adaptations Team, Occupational Therapy locality teams, Sensory team, Manual Handling team. The service screens and undertakes assessments, recommends and provides equipment, adaptations, reablement and technology to aid independence and connect residents to their communities. Each team is directly line managed by a range of operational managers and overseen by strategic managers.

In this post you will support and enable the teams within the Early Intervention service to deliver high quality and effective services to Wigan residents. Your contribution will be to employ a range of quality assurance strategies to identify areas of good practice, improvement and transformation. These strategies will include seeking out and acting on the voice and feedback of residents and staff; collating and analysing performance data; benchmarking and horizon scanning and identifying themes from case audits. You will design, streamline and operationalise Mosaic processes to support any areas of development and transformation that the service is involved in. You will also monitor any contracts and invoices procured within the service and ensure that the service maximises its digital approach in all areas of operation and transformation.

Using these strategies, you will also help to drive forward our Progress with Unity missions and Neighbourhood approach, working in partnership across

the council, with residents and external partners to reduce inequality, improve outcomes and ensure Wigan is a place where everyone can thrive.

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:

- Use a range of strategies to gather the opinion and feedback of residents and staff and use to help monitor, transform and shape quality Early Intervention services.
- Present, coordinate and analyse Early Intervention performance data to identify areas of good practice, improvement and transformation.
- Coordinate the case audit process and develop and identify and monitor any areas of good practice, improvement and transformation.
- Attend Excellence in Practice Board, presenting any quality related information and working with relevant managers to ensure quality provision within Early Intervention.
- Support the embedding of digital approaches, care solutions and operational efficiencies aligned with the Council's digital strategy.
- Contribute to areas of transformation such Neighborhood working and Progress with Unity, shaping mosaic design, operational processes and any future data needs.
- Work closely with relevant internal and external partners to help contribute to any service development.
- Support Early Intervention Services in collating data/ evidence to support CQC and quality inspections

On an ongoing basis you will:

- Monitor and help analyse operational performance, KPIs, and service targets, implementing improvements where needed.
- Monitor and manage any invoices related to contracts commissioned within the service.
- Promote a culture of continuous improvement, learning, and reflective practice.
- Contribute to building strong relationships with internal and external partners to support integrated and Neighborhood work.
- Champion asset-based approaches and inclusive practices in everyday service delivery.
- Design, implement and maintain any operational process to support the smooth and effective running of the service and wellbeing and safety of staff.
- Management or mentoring of any future staff directly relating to this role
- Ensure robust assessment, intervention, and review processes that respond to people's needs and goals.
- Contribute to areas of transformation in line with Progress With Unity and our 6 ways of working.
- Help drive forward a culture of creativity and positivity.
- Ensure the service operates within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
- Help ensure that team information (e.g. on share point or teams) and CQC evidence is organised and updated.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Degree or equivalent (NVQ Level 4 or evidence of the equivalent QCF credit value) in a related professional discipline **or** evidence of significant, relevant experience in a related discipline
- An understanding of Prevention services such as Occupational Therapy and Reablement teams within a community setting
- Experience of designing streamlined processes/pathways and action plans
- Attention to detail and an organised approach
- Excellent people and communication skills

- Experience of or willingness to undertake operational management or mentoring, relevant to this role
- Ability to shape and monitor relevant social care IT systems such as Mosaic
- Ability to present and understanding and analyse data in relation to performance and ensuring quality.
- Ability to undertake quality assurance activities and to translate findings into improvement and development plans
- Ability to carry out contract monitoring meetings and check invoices
- Experience of effective partnership working.
- Commitment to person-centred, asset-based, and inclusive practices.
- Excellent communication, leadership, and partnership working skills.
- Understanding of Wigan’s local context and Progress with Unity principles.

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. ”