



Post Title: Family Help Supervisor

Grade: I

Job Purpose

To actively and effectively promote the Council's vision, values, aims, objectives and priorities, putting our citizens first through the delivery of best value services.

- To assist the Team Manager in the efficient and effective delivery of the service and to develop strong working relationships with partner agencies across the family help system.
- The family help supervisor will support the planning, coordination and delivery of early help support services for vulnerable children, young people and families with a range of complex problems, including social, emotional and behavioural and children subject to Child Protection, Child in Need, Youth Justice and TAF Plans.
- The family help supervisor will be responsible for the direct work and case supervision of family help workers, team around the family practitioners and early years practitioners, to ensure high standards of practice in safeguarding, management of risk, and the use of effective interventions and parenting programmes to support children, young people and families.
- The family help supervisor will lead the delivery of high-quality services and provide reflective case supervision and expertise to colleagues to develop excellent evidence-based practice; they will support and advise on the team's case work and work innovatively and collaboratively with partner services to reduce the level of need and risk to enable them to be met within universal settings.
- The family help supervisor will embed new ways of thinking and working and continuously look for synergies and efficiency savings across their area of responsibility.

Service Leadership Expectations

As a service leader you will be expected to demonstrate our core behaviours, built around four central themes:

- **Leading People:** by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
- **Equality Diversity & Inclusion:** by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce. Ensuring Equality, Diversity and Inclusion are fully considered in all our decisions, and we give due regard to advancing equality.
- **Change & Innovation:** by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.



- **Collaboration:** by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

Specific Duties

1. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.
2. Ensure good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.
3. Deputise for the Team Manager as required and support the Team Manager in service planning activities, reviewing the service to ensure effective service delivery, value for public money and potential efficiencies maximised.
4. Support the Team Manager to promote a culture of continual improvement in the quality, diversity and performance management of services.
5. Advise the Team Manager and colleagues on the management of risk, complex decision making and the promotion of positive outcomes for children, young people and families
6. Coach, mentor, provide guidance on best practice, lead team members and provide case oversight through effective supervision, ensuring high standards of intervention, safeguarding and risk management and ensuring that work is completed within relevant timescales
7. Conduct annual appraisal of team members in accordance with Directorates policies, ensuring their compliance with performance targets, effective use of time and working in partnership with relevant stakeholders.
8. Be accountable for the development and application of working practice, policy and procedures.
9. Use the agreed Quality Assurance framework and key performance standards to monitor and review performance, processes and service delivery to ensure service is meeting required standards.
10. Manage, allocate and supervise workflow in accordance with Directorate priorities ensuring effective use of resources and the effective assessment and delivery of services according to individual needs.
11. Ensure practice and procedures in relation to services for children, young people and families are followed in all cases. Ensure all children, young people and family's needs are effectively assessed and services delivered according to that assessed need through Team Around the Family, Child in Need, Child Protection, Children Looked After or Youth Justice plans.



12. Manage family help, early years and TAF activity within your locality, develop and maintain multi agency working, internal and external partnership with key stakeholders to provide early help and intervention.
13. Promote the needs of children, young people and families and provide models of evidence-based support and knowledge of relevant legislation to work effectively with children, young people and families.
14. Contribute to the Council's statutory obligations and where appropriate any national and local performance indicators.
15. Ensure resources within the area of responsibility are managed to reflect the agreed culture and style and standing orders of the City Council. Ensure Council resources are optimised and utilised effectively and efficiently. Look to continuously improve services in area of responsibility, identifying where possible, value for money savings and managing within allocated budgets.
16. Model good practice and act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
17. Use research to advise and share knowledge with colleagues and management about best practice, national drivers and new developments and learning in relation to the team's area of work
18. Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct to uphold standards of best practice.
19. Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness.
20. The requirement to work evenings and weekends as required and as part of a rota.

Numbers and grades of any staff supervised by the post holder:

Up to 10 staff grades F – H

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

Produced by - Wilf Fearon - Head of Early help services

Date – December 2024



Person Specification:

Area of responsibility	REQUIREMENT	MEASUREMENT		
		A	AC	D
Qualification requirement	Dip SW/CQSW or equivalent level degree in a relevant children service (e.g., education, health, youth work, youth justice),	✓		✓
Leadership and Management	Substantial experience as a supervisor or manager (minimum 2 years in supervisor role or equivalent) in a relevant children service and knowledge and experience of current legislation, issues and good practice in respect of children, young people and families	✓	✓	
	Knowledge and understanding of project management techniques to ensure that work is completed to a high standard, within timescales and to cost	✓	✓	
	Ability to give clear direction, support and advice to colleagues and model Nottingham City Council's Leadership Competencies	✓	✓	
	Experience of developing and motivating others to ensure continual improvement in performance and practice	✓	✓	
	Ability to advise on and support the implementation of complex national and local strategies and policies and translate them into terms that motivate colleagues	✓	✓	
	Experience of delivering high quality family support provision and adjusting services to respond to the needs of users	✓	✓	
	Ability to ensure case supervisees take responsibility in managing their case work competently and effectively	✓	✓	
	Ability to demonstrate and apply emotional intelligence and reflective practice in case work and supervision	✓	✓	
	Demonstrable skills in modelling the elements of good practice with children, young people and families to ensure high standards and good outcomes	✓	✓	
Performance	Significant experience of implementing best practice in case supervision and achieving improvement in performance	✓	✓	



	Experience of contributing to the development and implementation of performance management systems for the continuous development of people and services	✓	✓	
	Ability to analyse performance and outcome data and prepare reports and proposals for practice and service development	✓	✓	

Technical	Strong understanding and practical experience of the case management process (including assessment, analysis, planning, intervention and review) and how it promotes good outcomes for children and families	✓	✓	
	Understanding and experience of consultation and support to improve practice		✓	
	Understanding of and commitment to the change agenda in relation to integrated preventative support and early intervention	✓	✓	
	Sound knowledge and understanding of legislation, policies and practice guidance relating to children and families and its application to practice		✓	
	At least two years' experience of delivering effective evidence-based interventions that support children and families who have complex, extensive and challenging needs	✓	✓	
	Sophisticated understanding and demonstrable experience of all aspects of safeguarding and management of risk to children and young people as they relate to the work of the team outlined in the Job Purpose	✓	✓	
	Strong understanding of evidence-based practice and ability to apply it innovatively and effectively to support children and families service delivery	✓	✓	
	Experience of effectively chairing reviews and panels and ability to monitor completion of agreed actions	✓	✓	
	Strong understanding of the importance of excellence in case recording and file management practice, and ability to monitor compliance and improve performance	✓	✓	
	At least two years' experience of, and excellent skills in, safeguarding and risk management in cases where there are complex social, emotional and mental health needs		✓	
	Extensive knowledge of child development from early years to adolescence and how this affects levels of need, and the support required		✓	



Work to promote mutual respect and good relations	Sophisticated understanding of diversity issues and how they impact on delivery of effective services affect a diverse range of service users, partners, stakeholders and colleagues	✓	✓	
	Significant experience of handling conflict and managing sensitive issues to achieve positive outcomes	✓	✓	
	Ability to develop positive relationships and build confidence and understanding with colleagues, partners and citizens	✓	✓	
Work Related Circumstances	Willingness to comply with the City Council's nonsmoking policy.	✓	✓	
	Willingness to work outside normal office hours as required by the needs of the service	✓		

	Ability and willingness to travel both inside and outside the council area as required		✓		
A - Application	AC – Assessment Centre	D - Documentary Evidence			