



Department: Children & Adults
Service: Vulnerable Children and Families
Post Title: Head of Family Help Adolescence and Youth Justice Services
Grade: Management Grade: SLMG3

Job Purpose

- To create 'Public Value' through the effective delivery and management of direct and commissioned services that reflect customer needs in respect of a group of services and their linked strategic priorities and securing better outcomes for citizens. Heads of Service will provide a significant contribution to the fulfilment of corporate objectives through service leadership and management.
- To lead and drive Family Help Adolescence and Youth Justice provision across Nottingham City. Working with Partners to ensure that the right children and their families are getting the right help and support at the right time. Ensuring Family Help is provided within local communities for early support and access.
- To lead and drive Youth Justice provision across Nottingham City, including statutory and non-statutory support and interventions. Robustly supporting the drive to improve outcomes to Children and Young People. Driving the improving of Youth Justice services in line with the HMIP inspection framework.
- To provide service leadership and translate this into clear goals and objectives to deliver outcomes that make a positive difference to the lives of children & young people, supporting the practical alignment of policy decisions of executive councillors and ensuring there is clear alignment in all plans.
- To work collaboratively under the Corporate Director for Children & Education Services with the Director for Children's Integrated Services, Director of Education Services, the Children & Education Services Leadership Team, Councillors and Commissioners to support the creation of the right conditions for high performing services and support our corporate ambitions for Nottingham to be a world-class city.
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- Develop and maintain strong and effective partnership relationships with members, commissioners, providers, regulators (Ofsted, CQC, HMIP, HCPC, SW England) and other stakeholders including parents and children and young people continuously looking for synergies, innovative practice, income opportunities and efficiency savings across your area of responsibility.
- To be accountable for delivering on our promises and to take a lead role in robust decision making through the promotion of good governance and effective options appraisals that balance financial risk and organisational ambitions and promises.



Service Leadership Expectations

Leading People

1. Translate a clear vision and purpose by inspiring and motivating others and ensure citizens are at the heart of everything we do.
2. Role model visible leadership through living and breathing our values and balancing performance, resilience and wellbeing.
3. Develop workforce plans to ensure services have robust plans for the future capability and capacity needs.
4. Empower others to make appropriate decisions.
5. Builds and supports high performing teams and services through effective support, challenge and feedback.

Change and Innovation

1. Lead and drive change in a political and challenging public finances context.
2. Explore innovative approaches to deliver services, managing risks and actively being curious of market analysis and benchmarking.
3. Use robust project management principles to organise people and finances, delivering positive outcomes that are on time and within budget.
4. Design and deliver resilient services, responding at pace to re-prioritise objectives in line with government policy and reform, and the organisation's changing needs.
5. Lead change across services and drive a culture of continuous improvement by encouraging colleagues to share ideas.

Collaboration

1. Work collaboratively across the Council to achieve the best outcomes for the citizens of Nottingham.
2. Lead a culture of collaboration by working across boundaries to break down silos to deliver benefits to the citizens of Nottingham.
3. Proactively harness, develop and seek-out effective relationships to foster the collaborative culture, creating efficiencies and joined-up services to achieve the best outcomes for Nottingham's people.
4. Takes account of the council's priorities when negotiating and aligning resources to deliver services.



Equality, Diversity and Inclusion

1. Actively promote equality, diversity and inclusion through all actions, and positively challenge inclusion measures within the workforce and in the delivery of services.
2. Design and deliver fully inclusive services, demonstrating awareness of the diverse needs of our citizens.
3. Show commitment to attract, recruit and retain an inclusive workforce that represents our citizens and city.
4. Develop and support to release the full potential of all colleagues ensuring fairness, diversity and inclusion in all service leadership practices.
5. Recognise and respect a culture of inclusivity within the organisation where voices are respected, valued and heard.

Specific Duties

1. To provide effective service leadership, oversight and support to **the Family Help Adolescence and Youth Justice Services including the MST, Youth Justice, Family Networking and Adolescence Teams**. To provide cover for Head of Service for Family Help and Partnerships and CAMHS in their absence.
2. To work in close partnership with other Head of Service Colleagues, specifically the Head of Service for First Response, ensuring a robust and consistent application of thresholds and Head of Service for Adolescence to ensure that there is a consistent and robust offer of Family Help across Nottingham City for Children and Young People.
3. To work collaboratively and in partnership with other organisations and strategic partners (for example, education, health, police voluntary sector, social care etc) to drive and embed the Nottingham City Family Help System.
4. To provide strategic and operational leadership and management within the Children and Education Services Directorate. Specifically ensuring high levels of performance within and across Children's and Education Services to enable and support forward thinking and innovative frontline service delivery across the Council and with partners in line with local and national guidance
5. Manage, prioritise and allocate resources to ensure services are delivered to meet statutory requirements, the required specification, national performance, value for money expectations and national inspection standards.
6. To be responsible for the delivery of a high performing Family Help, across Nottingham City, including ensure the effective use and utilisation of the Youth Hubs and other community provision and the development and delivery of an effective Adolescence and Youth Justice offer, with a specific focus on meeting local needs.

7. Ensuring best value for any relevant grant funding, ensuring consistency for Children and Families across Nottingham City.
8. Ensuring and improving quality assurance activity across Family Help Services, through integration and close working with Children's and Education Services quality assurance functions, supporting effective change and improvement to operational front-line practice and organizational learning.
9. To be a key member of the Children's Services Senior Leadership Team, establishing effective relationships across the whole of children's services, throughout the Council, to achieve strategic and service leadership and impact through matrix management as well as direct delivery.
10. To lead innovation in the delivery of services, managing resources in the most effective way and ensuring service delivery is aligned to Strategic Plans, with clear objectives that are managed through relevant performance arrangements with appropriate governance.
11. Actively promote and ensure good financial management and assist in maintaining financial sustainability within the Council by practising and embedding the Council Financial Accountabilities framework and Financial Regulations
12. To participate in out of hours cover arrangements as required by the Corporate Director
13. Ensure that teams within area of responsibility have the capacity and capability to deliver the Council's and Customer's objectives and targets across a variety of plans: Reporting to Ofsted, Youth Justice Board, Corporate Parenting Board, Children's Improvement Board, Children's Scrutiny, Quality Assurance Board and Nottingham City Children's Safeguarding Partnership.
14. To act as a role model providing effective leadership and inspiration for all areas of responsibility, raising the profile of Family Help and its impact on improving outcomes for Children and their families.
15. Ensure the service delivery and commissioning aspects of the Council develops and enhances quality of provision through effective performance management and quality assurance systems.
16. Ensure all relevant staff have access to up to date leading edge research, learning and development in Family Help practice and reform, evolving services to meet local need, supporting and protecting the most vulnerable children and their families, reducing escalation of need.
17. Use professional and technical expertise to inform the Council's commissioning and delivery strategies as requested to support consistency of practice.

- 18. The postholder is required to apply fresh and innovative thinking to all areas of delivery. This carries significant policy and legal implications. Experience of a personal portfolio of corporate programmes and demonstration of the Council's core abilities at senior management level is essential.
- 19. To contribute to the development of leadership potential and talent across the Council coaching and motivating staff to achieve performance excellence.
- 20. Embed a culture of continual development across the whole of the workforce so quality assurance, professional challenge and support is embedded at every level of social care practice

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.

This is a politically restricted post under the provision of Section 2(1) (c) of the Local Government Housing Act 1989

All senior leaders are expected to:

- Undertake any other duties allocated by the Chief Executive
- Work outside of normal office hours where required
- Participate on an on-call Emergency Response rota if required
- Travel within and outside the city's boundaries when required.

Person Specification – Head of Family Help and Partnership Services

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT			
		P	A	AC	D
Vision, Strategy and Delivery	Experience as a service leader in a complex organisation with similar responsibilities, budget and resources.		✓	✓	
	Evidence of a successful track-record of creating a vision for service delivery, translating clear objectives to deliver outcomes that make a positive difference.		✓	✓	
	Evidence of successful involvement in building the reputation of services and inspiring people to deliver continuous improvement.		✓		
	Evidence of driving accountability, balance risk and respect good governance and ensuring understanding at all levels.		✓	✓	



	Evidence of financial and commercial awareness with strong analytical skills and a creative approach to problem solving.		✓	✓	
	Demonstrate an understanding of the current issues and challenges facing local government in general and Nottingham City Council in particular.		✓	✓	
Leading People	Evidence of successfully leading and motivating people and cultivating a culture that creates high performing people and services.		✓	✓	
	Evidence of empowering others to take decisions and follow through confident actions, through strong and visible leadership.		✓		
	Evidence of successful strategies in managing your own personal resilience and wellbeing at a leadership level and role modelling this practice.		✓		
	Evidence of planning for the future delivery of services, including the effective workforce planning for capacity and capability challenges.		✓	✓	
Change and Innovation	Evidence of leading change programmes, bringing others on the journey with you.		✓	✓	
	Evidence of innovative service delivery models that continue to provide high quality services within a smaller financial scope.		✓		
	Evidence of leading services or teams and experience of having to re-focus service priorities at pace following changes outside of the organisation's control.		✓		
	Experience of developing cultures of continuous improvement where people feel included and involved.		✓		
Collaboration	Evidence of working successfully in partnership across different sectors and fostering / harnessing partnerships.		✓	✓	
	Evidence of actively working to develop a culture of collaboration.		✓	✓	
	Understanding of how to operate effectively and openly within the democratic process with the political acumen and ability/skills to develop productive working relationships with Councillors and to speak truth to power.		✓		
	A deep understanding of equality, diversity and inclusion at every level and demonstrative experience in tried and tested methods to deliver inclusive services.		✓	✓	



Equality, Diversity and Inclusion	Demonstrating a thorough understanding of equality, diversity and inclusion challenges posed by providing quality public services in our multi-cultural city.			✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			✓		
	Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.			✓	✓	
Role related requirements	Evidence of the development of Family Help/Adolescence and Youth Justice Services and programmes; of quality assurance and management of appropriate record keeping systems			✓		
	Detailed knowledge and understanding of the HMIP Youth Justice Inspection Framework; evidencing of having engaged in HMIP or OFSTED Inspections.			✓		
	Evidence and understanding of safeguarding children practice and legislation			✓		
	Demonstratable experience of analytical, report writing and presentation skills.			✓	✓	
	Be creative and innovative to drive service improvement and transformation.			✓		
Qualification requirement	Appropriate professional qualification as a qualified and registered social worker or probation officer; or a Youth Justice qualification (at degree level)			✓		✓
	Leadership and management qualification (ILM Level 7 or equivalent) or commitment to work towards this.			✓		✓
P- Pre-Application	A - Application	AC – Assessment Centre	D - Documentary Evidence			

Prepared by/author: **Date: December 2024**
DCS Approved