



POSITIVE STEPS

SUPPORT | CHALLENGE | CHANGE

JOB DESCRIPTION: Service Lead – Family and Community Services

Job Title: Service Lead – Family and Community Services
Location: Hybrid
Team/Directorate: Family, Community and Justice Services
Responsible To: Director - Family, Community and Justice Services
Responsible For: Operational Managers – EIP, Operational Manager - Adult Services and Young Carers Coordinator
Salary Band: PS08

JOB PURPOSE

- Responsible for operational leadership of the All Age Early Intervention and Prevention Service (Early Help), Young Carers Service and Adult and Community services.
- Provide family and community sector expertise both internally and to local, regional and national partners
- Be an active member of the Information Security Management Team as per the Information Security Committee Terms of Reference

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Lead and manage the services delivered to ensure we are meeting contract requirements and achieving outcomes
- Validate compliance in relation to all relevant legislation, quality standards and best practice to safeguard the service
- Lead the services in safeguarding and the management of risk to ensure the safety of vulnerable adults and children.
- Develop and maintain strong relationships across relevant partnerships to promote sustainable growth within the directorate
- Manage the completion of bids for funding in relation to delivery of services to achieve sustainable growth
- Manage and monitor the service budget to support organisation financial sustainability
- Manage the appropriate deployment of human and physical resources within the service to achieve effective delivery
- Manage the consistent application of all relevant policies and procedures including safeguarding, health & safety and equality & diversity

- Develop organisational policies and procedures to ensure the legally compliant and effective running of the organisation
- Deputise for the Director where required
- Manage qualitative and quantitative data to provide evidence to inform service delivery and ongoing improvement
- Apply coproduction principles to ensure that the users voice is represented in service delivery
- Collaborate to promote the overarching integrated services offer within Positive Steps to grow the organisation
- Develop and manage effective partnership or service level agreements with relevant organisations
- Undertake any other duties to meet service and organisational objectives following consultation with your manager

Key Relationships – Internal & External

- External – Key funders, Commissioners and senior officers of the Local Authority, regional and sub-regional strategic bodies, local partnership bodies, VCSFE leaders.
- Internal – Strategic, leadership, management members, staff and volunteers

JOB TITLE Service Lead -Services

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	<ul style="list-style-type: none"> • Educated to degree level in a relevant subject area • A minimum of Level 5 (or equivalent) in Leadership and Management or willing to work towards that qualification 	
Experience	<ul style="list-style-type: none"> • Significant experience of working at a leadership level in the field of family and community services • Substantial experience of managing and leading teams and individuals in line with HR policies and procedures • Significant experience of planning, monitoring and evaluating your own and team members' work • Significant experience of managing services in line with safeguarding policies and procedures • Significant experience of leading 	

	<p>performance and quality management</p> <ul style="list-style-type: none"> • Significant experience of partnership working at operational and strategic levels • Demonstrable experience of communicating at a strategic level through verbal and written presentations • Significant experience of preparing detailed business delivery plans • Significant experience of budget and financial management • Significant experience of managing Service Level Agreements, Partnership Agreements and/or contracts for delivery of provision • Significant success in promoting equality of opportunity and a personal commitment to the value of diversity 	
<p>Knowledge</p>	<ul style="list-style-type: none"> • Detailed understanding of prevention services eg early help, family or adult community-based services • Detailed understanding of project management principles • Awareness of political, economic and social landscape at local, regional and national level in relation to family and community prevention services • Understanding of commissioning arrangements, including developing and writing bids • Detailed understanding of 	

	safeguarding legislation and guidance, implementation of Child Protection Procedures and the boundaries of professional relationships	
Skills	<ul style="list-style-type: none"> • Highly developed communication and presentational skills, with the ability to communicate ideas, issues, systems and procedures successfully at all levels to a variety of audiences • Developed skills in creativity and original thinking with the ability to develop practical solutions to problems • Highly developed inter-personal and team working skills, and a proven ability to form partnerships, and motivate, inspire and drive individuals • Highly developed contract management skills • Developed skills in Microsoft Office and database systems • Developed ability to formulate policy based on the sound gathering and analysis of complex data • Developed negotiating and influencing skills, with the ability to act as an effective and persuasive ambassador. • Developed ability to engage individuals and organisations and broker partnerships • Developed budget management skills 	
Personal attributes	<ul style="list-style-type: none"> • Sound judgement and awareness of 	

	<p>organisational and political sensitivities</p> <ul style="list-style-type: none"> • Ability to manage the service through the phases/challenges of its development • Resilient and able to work independently as required • Sound professional and tactical judgement and the ability to establish priorities and principles • Commitment to Positive Steps vision and values 	
Additional requirements	<ul style="list-style-type: none"> • Prepared to work flexibly to meet the needs of customers and the organisation • Able to travel throughout the region • Occasional evening and weekend working required • Enhanced DBS required 	

