

## JOB DESCRIPTION

<b>Job Title</b>	Team Manager Family Group Conference		
<b>Directorate</b>	Children & Families		
<b>Reporting to</b>	Operations Manager, Front Door		
<b>Grade</b>	8		
<b>Evaluation ref:</b>	NOM0323	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>Provide expertise and strong management to drive performance and to commission and/or deliver the Council's priorities and meet service targets, as a member of the Council's Senior Management Group.</p> <p>Provide clarity, management and motivation in delivering the New Operating Model, the County Plan and other Council transformation programmes as required.</p> <p>Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.</p> <p>Advise Members and Directors in respect of operational planning and commissioning, policy matters and service delivery issues and engage with partners in the promotion, communication and delivery of services.</p>			
<b>Responsibilities</b>			
<p><u>Key accountabilities</u></p> <p>Create, agree and deliver service plans and prioritise activities and projects.</p> <p>Identify and deliver opportunities for service change and improvement and scope, plan and manage change in corporate and professional activities.</p> <p>Review performance outcomes and customer feedback in order to meet customer requirements and to increase operational efficiency and effectiveness.</p> <p>Develop and maintain effective customer relations and feedback channels and work to improve levels of customer service and satisfaction.</p> <p>Resolve complex operational and service based problems and conflicts raised through the service escalation process and ensure positive outcomes.</p> <p>Optimise the use of financial and other resources (including commissioning frameworks, income streams etc.) to locally commission and deliver services on time, to budget and to the quality standards required.</p> <p>Recruit, review the performance of and ensure the development of individual professional and other team members.</p>			

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Operate information and communication systems to provide business and management information used to support and inform operational decision making.

Develop and maintain effective personal networks with partner agencies, suppliers and contractors etc. in order to maintain continuity and quality of service.

Communicate clearly and succinctly and use influence and persuasion to negotiate and achieve service objectives.

### FGC specific responsibilities

To lead the Family Group Conference (FGC) service within Somerset so that FGCs become a primary mechanism for family focused decision-making at crucial points in the lives of vulnerable children and families in our community.

To manage the FGC service and the allocation of complex cases across the County whilst ensuring the effective delivery of FGCs across Somerset to ensure that the FGC service develops and implements practice in line with government initiatives and legislation improving outcomes for children through earlier and more holistic intervention, integrated multidisciplinary delivery, and effective partnership working with families at risk.

To professionally represent the service and the values it upholds at all times, and effectively influence, communicate and negotiate with stakeholders at all levels. This will include sensitively and confidently challenging existing practice and culture identified by the FGC process within other service areas and partner organisations.

Where improvement is identified the postholder will be required to professionally and proactively work with other Managers and partners to overcome issues and/or barriers in order to enhance the quality of services offered to vulnerable children and families in our community.

To provide effective leadership, supervision and management of the FGC Coordinators and other staff. This will include responsibility for the allocation of staffing and financial resources across the County, and ensuring the active and effective monitoring of case files and computer records.

To ensure the health, safety and wellbeing, including the management of risk, of the service team and others involved in the FGC process.

To ensure and support quality planning, decision making and practice for children and families both within the service and with partner agencies.

To ensure appropriate governance is in place and that FGCs adhere to the agreed procedures, guidelines and standards, comply with specific requirements (e.g. Safeguarding Board) and meet the best interests of children, young people and families.

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Ensure the effective receipt and processing of referrals for FGCs and that they are consistent with the agreed entry criteria. The referral criteria should be regularly reviewed against industry best practice and recommendations made to the Strategic Manager where changes may need to be made.

To monitor the performance of staff within the wider referring services, to ensure that children and their families are being offered FGCs at appropriate times and in a respectful and meaningful manner. Challenges Team Managers and Social Workers regarding effective practice.

To collaborate with internal and external stakeholders and partners to market and maintain commitment for FGCs and to quality assure service delivery. Work closely with children, families, professionals and communities to promote greatest participation.

External stakeholder engagement will include forging and maintaining strong and effective working relationships with other FGC services, networks and research bodies/academics both locally and nationally to ensure that Somerset incorporates new initiatives/research findings/best practice into its own practice/service delivery model in order to improve service quality and provide the best possible service within the resources available.

To continuously measure, review and evaluate the performance and effectiveness of FGCs with input from customers and stakeholders. Identify and make recommendations for service improvement to the Strategic Manager (Vulnerable Young People) and implement changes.

To provide a transparent and accountable service that can demonstrate its business service value in terms of cost benefit analysis and quality. To fulfil this aim the postholder will design and develop case, participant evaluation and outcome recording methodology that complies with Information Governance requirements and also enables the required degree of quality statistical and other forms of data to be extracted regarding customer referrals and outcomes. Demonstrates and understands the effectiveness and value of FGCs as part of the overall service development and to be able to demonstrate the difference the service has made on the lives of customers.

To ensure challenges for the service and processes/procedures as detailed within the service's business process map are managed and supported effectively, identifying areas for improvement and making recommendations to the Strategic Manager (Permanence and Wellbeing) and implementing changes where appropriate.

Provide advice, support and training to all relevant Council staff, multi-agency professionals/partners and support staff across Children's Services and other agencies to ensure that they understand the role of the FGC service and to

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encourage the effective engagement and participation of customers and attract appropriate FGC referrals.

Ensure that all Customers who may benefit from the FGC service are engaged with in an equal, meaningful, and respectful way, and supported and/or accommodated if necessary to understand what the service can offer and the easy entry pathway to voluntarily consent to access and receive this service if they so desire.

To produce the FGC service's annual performance report. This is to be used in the improvement of service and should make recommendations to the Strategic Manager for change with the postholder being responsible for taking action to improve standards as required.

To continuously consider the service's vision and mission and the necessary short and long-term sustainability requirements to meet these objectives. To proactively work closely with others, such as those within Commissioning, to raise the profile of the service and its achievements, and develop positive relationships with various potential funding bodies and prepare quality funding bids.

Chair complex FGCs referred to the FGC Service.

**As a member of the Children's Social Care Management team the postholder will be expected to:**

Deliver high-quality services to the children and families we assess, protect and look after, ensuring the best outcomes for children and young people.

Recruit and manage staff induction, ensuring professional development through regular supervision and appraisal and the identification and provision of appropriate training and development.

Ensure staff within the team meet any relevant professional standards and provide suitable and timely support and challenge where this is not the case. Ensure personal continuous professional development combined with effective team leadership skills.

Manage team workloads to ensure that children and their families receive the best possible service and ensure that staff have the capacity to provide this level of service consistently.

To ensure that the Strategic Manager is kept fully informed of and engaged with critical case work issues (and potential resolutions) in the team.

Ensure parents/carers and children and young people are active participants in planning and reviewing services for their family and that their feedback is consistently requested and proactively used in local and county service planning.

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Monitor and manage staff performance, aiming for excellent practice, by using team data, supervision, appraisal and performance processes where required.

To undertake case record and specific issue audits to ensure children are safeguarded and planning and assessment is clear, in pertinent, well-evidenced and timely records.

Contribute to the management and development of Children's Social Care services as a member of the county and area management teams.

To build and sustain strong local working relationships with other agencies, such as health, education, voluntary groups, CAFCASS, fostering and adoption groups, and the police, in order that organisations can work together effectively to deliver the best services for children and their families.

To ensure that all referrals are responded to in a prompt and timely manner and that children most in need are prioritised and responded to accordingly.

Manage 1<sup>st</sup> stage complaints on behalf of the service and ensure learning from complaints is embedded within their team.

### Impact

#### Resources

The FGC Team Manager will have specific responsibilities:

- Management of the FGC team including coordinators and other staff.
- Operational management of any provider contracts.
- Managing staff performance and development.
- Management of FGC budget (£275k)

The principal purpose of the role is to lead the continuing development of the Family Group Conference (FGC) service within Somerset so that FGCs become a primary mechanism for family focused decision-making at crucial points in the lives of vulnerable children and families in our community and meet or exceed Statutory, Council or Service standards. This will involve the full range of day to day management activities including priority setting, conflict resolution and team communication. In addition the postholder will support the Strategic Manager in identifying service improvements and implementing those improvements County wide.

Requires a high degree of influence with stakeholders at all levels to effectively challenge existing practice and culture identified by the FGC process within other service areas and partner organisations and to drive service improvement by working alongside them to affect change and enhance the quality of services offered to vulnerable children and families in our communities.

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The postholder will need to develop key relationships with other senior managers, and especially with other Team Managers within Children's Social Care, in order to promote and secure commitment and support for the service, facilitate referrals and the effective management of cases referred for FGC. They will also need to build close working relationships with the providers of any direct or ancillary services, such as advocacy for children and adults.

Ensures the effective support and infrastructure from other Somerset Council services to enable effective delivery of FGCs; this will include Commissioning, Customer Experience, Health and Safety, Human Resources and Organisational Development ICT, Information Governance, and Promise Advocacy.

They will need to develop and maintain a network of council managers and voluntary and community sector providers to enable access to relevant resources to undertake FGCs.

	Essential	Desirable	
<b>Knowledge</b>			
Demonstrable knowledge and understanding of the statutory, policy and strategic commissioning framework within which specialist services operate and their context within local government as a whole.	X		
Good understanding and ability to develop and implement effective performance management and quality assurance frameworks.	X		
Knowledge and understanding of implementing equality and diversity in commissioning and reviewing service delivery.	X		
An understanding and commitment to effective customer and community engagement leading to service redesign and change management.	X		
<b>Experience</b>			
Significant experience of working successfully with Members and Directors on complex issues and the development of strategic direction.	X		

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Track record of operating corporate projects and providing clear advice on policy options and policy development.	X		
Experience of developing and delivering representational and communication activities that successfully deliver key messages to the public and internally.	X		
Demonstrable experience of partnership working, including the ability to influence and, where required, lead multi-agency projects and initiatives with particular reference to standard setting and whole service commissioning.	X		
Significant work experience with children and families within statutory or voluntary sectors.	X		
Experience of managing a team working with children and families		X	
Experience of providing supervision.		X	
Experience of delivering training.		X	
Experience of evaluating outcomes and report writing.		X	
<b>Qualifications / Registrations / Certifications</b>			
Relevant Degree, Professional Qualification or equivalent.	X		
Evidence of work related continuing professional development in their specialist field.	X		
Sound understanding of Family Group Conferencing.	X		
Qualification and/or Experience in managing and/or delivering Family Group Conferences.		X	
<b>Skills</b>			
Promotes the need for change and acts as a role model for change.	X		
Positive, committed, adaptable, thorough and confident approach.	X		



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Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	X		
Committed to diversity in service delivery and employment.	X		
Innovative and creative approach to service improvement and value.	X		
Customer and Communities focussed.	X		
Personal Integrity.	X		
Drive and self motivation - "can do" attitude.	X		
Sound analysis and decision making in dealing with complex service delivery and/or policy development matters.	X		
Professional approach.	X		

### Working Conditions

This is a 12-month FTC working alongside the FGC Team Manager to support the implementation of the Families First Partnership Programme.

### Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

### Corporate Responsibilities

Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.

Update and advise Elected Members in respect of operational and policy issues in relation to the Children and Families Services teams.

Lead Children and Families teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.

Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.

Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.



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Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.

Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.

Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Children and Families service teams.

Ensure that Children and Families services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.

Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Children and Families service.

Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.

Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.

Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.

Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: July 2025