



JOB DESCRIPTION

Position Title:	Divisional Director Children and Families	Date Prepared:	April 2013
Directorate:	Families Directorate	Position Number:	50011207
Department:		Grade:	CO2
Location:	Juniper House, 221 Hoe Street London E17		

JOB PURPOSE

The role of the Divisional Director Children and Families is to lead the delivery and development of Children and Families services, so that outcomes for children and young people in the borough are improved and sustained, that children are safeguarded and the life chances of the most vulnerable are enhanced.

The Divisional Director Children and Families holds the Principal Child and Family Social Worker role and advises the Deputy Chief Executive Families, the Chief Executive, and the Portfolio Holders and the Leader of the Council on the fitness for purpose of Children and Family services.

The post deputises for the Deputy Chief Executive, Families, in relation to their role as Director of Children's Services and assumes a number of delegated DCS responsibilities.

ROLE DIMENSIONS

The role has responsibility for 297 staff across Children and Families and reports to the Deputy Chief Executive Families. The role manages budgets of approximately £38 million across Children and Families to ensure effective service delivery.

PRINCIPAL ACCOUNTABILITIES

Strategy and Leadership

1. To provide strong leadership and vision in the development of all Children and Families services in Waltham Forest, ensuring the effective strategic management and co-ordination of operational services within the directorate.
2. To ensure the Council's vision and core values are actively promoted and made a reality, actively contributing to the corporate management and strategic leadership of the Families Directorate and Council as a whole.
3. To ensure that the vision, values and strategic aims of the council and its strategic partners are achieved by providing a clear sense of purpose and direction in order to motivate and develop employees to achieve high performance.

4. Advise the Deputy Chief Executive Families and the Authority on Children and Families Services and related interests of the Authority.
5. Lead the service in all its activities to develop strategic Children and Families Services policies and financial plans in accordance with corporate direction enabling the Council to meet its statutory obligations.
6. Take principal responsibility for the development and implementation of the Authority's Children and Families Services Policies.
7. Ensure the provision of services is in line with legislation and services. Ensure standards meet as a minimum the requirements of the law.
8. Take responsibility for statutory decisions relating to Children and Families.
9. To provide leadership to the Council's corporate parenting responsibilities and ensure they represent best practice.
10. To develop partnerships with other agencies and services including health, the Police, voluntary and private sector organisations, community groups, government bodies, other council departments, so as to ensure fully integrated service delivery and to maximise the use of resources available to meet client needs.
11. To lead on children's safeguarding across the council
12. To be the lead on the Local Safeguarding Children Board (LSCB), ensuring the LSCB delivers effectively in partnership with other agencies
13. To lead and manage the Children and Families Service in order to ensure the delivery of Best Value services to customers in accordance with the Council's vision and values.
14. To ensure the effectiveness and further development of a child-centred service delivery, putting the child at the heart of all activity.
15. To provide strategic leadership on governance, advise on commissioning options and workforce development.

Management

1. To be responsible, with the Families Directorate management team working together across adults, children and commissioning for the strategic and operational management of the Directorate.
2. To advise, consult and communicate with the Chief Executive, Deputies, Lead Member and Members on corporate and service issues.
3. Ensure standards are maintained for care and practice in children's services.
4. To deliver culture change to lead and promote a performance management culture that is professional, open, responsive, respectful, and where children and families are involved and listened to.

5. To maintain effective systems throughout the management structure and through partnership arrangements to safeguard children and young people.
6. To maintain a Performance Management system, which ensures continuous improvement.
7. Manage the Children and Families Services budgets of approximately £38m to ensure effective service delivery and value for money.
8. (Taken out)
9. To be accountable for the effective and efficient management of all service resources in accordance with Best Value principles.
10. To integrate quality and equality perspectives in all policies aimed at achieving the Authority's objectives.
11. To promote equality of opportunity and the recognition of diversity in the delivery of services and in employment practices.

Communication

1. To communicate effectively with the Divisional Director, Strategic Commissioning and other commissioning colleagues, on service objectives, commissioning options, and contract performance.
2. To communicate effectively with the Divisional Director, Education Improvement, to ensure excellent outcomes for children and young people.
3. To work with other members of the senior management team within the Families Directorate to provide the highest level of integrated services.
4. To develop and maintain effective relationships with key partners, service providers, stakeholders and the wider community in order to ensure effective safeguarding throughout the Families directorate in Waltham Forest and to facilitate the delivery of high quality services which meet user needs.
5. Represent the directorate in negotiation and planning of services with external organisations.

Quality and Equality

To promote quality and equality within the Service and in the provision of its services.

The Council expects all its employees to have a full commitment to the Council's Equal Opportunities Policy and acceptance of personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of the Authority.

Customer Care

To understand and actively promote the Council's Customer Service Policy, ensuring the needs of our customers are considered at all times to enable the Council to meet its customer satisfaction targets.

KEY COMPETENCIES

Leadership

Working in partnership with others to ensure children in Waltham Forest are safeguarded and the outcomes and life chances of the most vulnerable continuously improve.

Managing Services

Development and implementation of plans to ensure that customer requirements are met. Responsibility for this work environment from both health and safety and productivity perspectives.

Managing Resources

Planning the use of the resources, obtaining those resources and monitoring to ensure their effective use.

Managing People

Provide professional supervision to support and motivate staff. Agree objectives, which can be monitored and evaluated. Provide feedback and address poor performance where applicable.

Ensure the operation of the Council's performance management system.

Managing Communication and Information

Use a variety of sources and methods, including information technology.

Managing Quality and Equality

Promotion of the importance and benefit of quality and equality throughout the Authority and its community and supplier networks

PERSON SPECIFICATION

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Directorate:	Families	Position Number:	50011207
Department:		Grade:	C02
Location:	Juniper House, 221 Hoe Street London E17		
WS = Written Submission		I= Interview	T= Test

Person Specification	Essential	Desirable	Method of Assessment
1. EXPERIENCE			
1.1 A proven track record of leading the provision of high quality children and families services at Chief Officer level in local government	✓		WS/I
1.2 A proven record of successfully leading partnerships and managing the direct provision of high quality services at a senior level.	✓		WS/I
1.3 A demonstrable track record of success in managing and controlling complex budgets and business planning processes to ensure the most cost effective use of resources.	✓		WS/I
1.4 Experience of leading positive culture change within an organisation	✓		WS/I
1.5 Considerable experience of managing complex change, developing effective team and multi-agency partnership working, and motivating staff and partners.	✓		WS/I
1.6 Demonstrable experience of working with and providing services to people from black and ethnic minorities and other disadvantaged groups.	✓		WS/I
1.7 Significant experience of improving outcomes for children	✓		WS/I
1.8 Significant experience of developing and reviewing policy.	✓		WS/I
2. SPECIAL ABILITIES/APTITUDES			

2.1 Ability to lead and manage high quality, responsive and cost effective services, both directly and through partnerships where appropriate.	✓		WS/I
2.2 Ability to develop and implement a framework for assessing service performance and to ensure that systems including partnership systems are working effectively to provide high quality services.	✓		WS/I
2.3 Ability to implement performance management systems to meet the council's and partnership objectives and performance targets, whilst handling a diverse and complex workload.	✓		WS/I
2.4 Ability to work corporately, supportively and with maximum flexibility in support of the directorate's management team	✓		WS/I
2.5 Ability to communicate and engage effectively with staff to achieve positive culture change and achieve quality outcomes across the service	✓		WS/I
2.6 Ability to communicate well, establish working relationships and develop these in a way to enable service users to play a greater part in decision making	✓		WS/I
2.7 Ability to empathise with socially excluded groups and develop positive action programmes to encourage greater social inclusion.	✓		WS/I
2.8 Ability to provide advice for members as required on policy options, advice on priorities and communicate these clearly.	✓		WS/I
2.9 Ability to use and interpret complex management information.	✓		T
2.10 Ability to work with local partners to develop joint strategies for implementing government requirements and local services	✓		WS/I
2.11 Ability to motivate and manage staff and partners	✓		WS/I
2.12 An awareness of contemporary issues facing Local Government	✓		WS/I

2.13 Ability to speak the most common community languages in Waltham Forest other than English. These include Turkish, Urdu, Somali, Albanian, Bengali, Hindi and French		✓	WS
3. OTHER REQUIREMENTS			
3.1 A creative and imaginative approach to the delivery of social care policy challenges.	✓		WS/I
3.2 Confident decision maker and influencer.	✓		I/T
3.3 Effective delegator able to deliver a framework for accountability and performance management.	✓		T
3.4 Aware of the need to identify and model good practice in Waltham Forest Children and Families Services.	✓		I
3.5 Commitment to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application.	✓		WS
3.6 Knowledge of relevant children's legislation, guidance and policy	✓		WS
3.7 To understand and comply with the requirements of the Health and Safety at Work Act 1974.	✓		WS
4. EDUCATION AND TRAINING			
4.1 High level of general education (degree level or equivalent experience)	✓		WS
4.2 Dip.SW equivalent degree level Social Work qualification	✓		WS
4.3 Clear evidence of own management development	✓		WS
4.4 Evidence of registration with the Health and Care Professions Council (HCPC).	✓		WS
5. DISQUALIFYING FACTORS			
5.1 Indication of sexist, racist or anti-disability attitudes or any other attitudes inconsistent with the Council's Equal Opportunities Policy.	✓		WS/I