

Post Specification

Date	March 2026
Post Group Number	8997
Post Title	Family Help Locality Team Manager
Job Family	Organisational Support
Job Family Role Profile	OS15
Final Grade	15

To be read in conjunction with the job family role profile

Service Area description

The post sits within the Family Help, and Localities service area and is located in the Children and Families directorate.

Purpose of this post

To **lead and manage a Family Help team**, ensuring the delivery of high-quality, effective early intervention services to children, young people, and families with emerging or complex needs. The Family Help Manager ensures the service is **compliant with safeguarding duties**, promotes **partnership working**, and reduces escalation into statutory children's social care.

To post ensures accountability for high professional standards, which comply with procedures, agreed timescales and targets. Ensuring the welfare, safety of children and young people and their families remains a priority.

The post is responsible for management of the team of family help workers, overseeing workload and performance management, developing excellent practitioners.

Key job specific accountabilities

To provide high support and high challenge to motivate staff to carry out their roles to the best of their ability and to the standards required of them.

To line manage a team of Family Help Workers/ Lead practitioners / Assistant Team Managers including supervision, appraisal, performance, and development.

To allocate and monitor caseloads to ensure work is appropriate, timely, and outcome-focused. Monitoring and reviewing case plans, risk assessments, and direct work to ensure robust safeguarding and effective intervention.

To embed a culture of **reflective practice**, **strengths-based working**, and continual improvement.

To oversee the quality and consistency of **Early Help Assessments (EHAs)** and **Team Around the Family (TAF)** processes, ensuring case recording and management information is maintained which clearly demonstrates how and why decisions have been made, ensuring the case files of the team are organised and up to date.

To provide management oversight (in line with our practice standards) on complex or high-risk cases (e.g. those approaching social care thresholds) ensuring all planning, assessments and reviews fully incorporate the wishes and feelings of children, families and carers.

To maintain their own continuous professional development and that of the team through appropriate training, learning and research opportunities and in conjunction with the Service Manager.

To manage and contribute to service development within the team and across the service, by sharing practice knowledge and expertise, data and research findings, and by monitoring key performance areas for the team.

Build effective partnerships to deliver services flexibly across the organisation (as governed by service need) and within homes, schools or community settings where required.

Represent Family Help at panels, strategy groups, or threshold meetings (e.g. MASH, SEND panels, exploitation risk panels).

Work purposefully with other agencies particularly schools to promote positive and safety for children and their families.

Ensure professional, respectful and honest relationships with young people and all family members are built and maintained, to develop trust and assist in, safeguarding children and promoting positive and timely outcomes.

Ensure Early Help practice is informed by local and statutory guidance, best evidence, and research.

Scrutinise and drive continuous improvement in performance and quality of service delivered and in own practice. Recognise excellence and hold poor practice to account using Cumberland HR processes where necessary.

Undertake day-to-day management functions, assign tasks to members of the team, oversee caseloads and manage capacity to ensure throughput of work and that workload is manageable.

Lead or contribute to service-wide initiatives (e.g. Family Hubs, Family Group Decision Making).

Monitor service performance using KPIs and outcome data.

Provide reports to senior managers on trends, challenges, and successes.

Contribute to service evaluations, inspections (e.g. Ofsted), and improvement plans.

To adhere to Cumberland Council policies on confidentiality and information sharing giving due to consideration to the protection and well being of the child as paramount.

Contribute to Cumberland Council's emergency planning activity in a time of crisis.

Support Cumberland Council's core values and corporate standards.

Undertake such other duties and responsibilities commensurate with the grading and nature of the post.

Ensure that the Service is at all times pursuing good individual relations and fair personnel, health and safety, equal opportunity and management practices. To take reasonable care of your own health and safety.

Please note annual targets will be discussed during the appraisal process

Cumberland Council

Key facts and figures of the post	
Budget Responsibilities	N/A
Staff Management Responsibilities	Yes
Other	N/A
Essential Criteria - Qualifications, knowledge, experience and expertise	
NVQ 4 or equivalent in a relevant professional area, social care, education, NNEB, child care Management training or leadership qualification (e.g. ILM, NPQ). Must be able to provide evidence of continuing professional development In depth knowledge of guidance and best practice in work with 0 – 19 year olds and their families in respect of early intervention, relevant childcare and education legislation, Early Help frameworks, safeguarding legislation (e.g. Working Together 2023), and thresholds of need. Extensive knowledge and understanding of child development, parenting capacity, environmental factors and risk and protective factors for poor outcomes for children Extensive knowledge and understanding of statutory frameworks for education, and relevant children's social work Knowledge and experience of anti-discriminatory and ant- racist practice, integration of the council values. Significant experience of complex whole family direct work with children and their families within an early help context, in addition to formulating and implementing effective intervention plans with families Experience of professional leadership, holding accountability for the practice and development of others Experience and ability to take responsibility for, manage and promote understanding of issues relating to diversity and the experience of discrimination Experience of working within a multi-disciplinary and multi-agency context to support vulnerable families Ability to summarise, analyse and evaluate complex information in relation to family assessments and practice, as well as to formulate and implement effective plans with families Ability and experience of providing high quality supervision, guidance and support to staff, particularly the importance of clarity of early help management of risk and vulnerability, the impact of parenting, difficulties setting priorities and personal development Ability to drive service improvements and embed best practice in early help throughout the team Ability to produce high quality concise reports and have excellent verbal communication skills Ability to work flexible hours to fit with the needs of young people and families - including evening and weekends as required Ability to develop an understanding and build effective relationships with children, parents / carers, other family members, informal support networks and other professionals	

Ability to demonstrate the leadership and management skills required to manage a team of practitioners and develop strong relationships within the team

Ability to prioritise, monitor and be accountable for early help work through supervision of staff

Ability to take responsibility for, manage and promote understanding of issues relating to diversity and the experience of discrimination

Evidence of being able to negotiate effectively with other partners within the network, particularly schools, and use appropriate skills to develop effective interagency working procedures

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands	Occasional contact with people who may be distressed Role often deals with distressing situations for the family and or young person
Physical Demands	Normal
Working Conditions	May experience abusive and / or aggressive behaviour

Other Factors

- Requires the ability to travel around designated area to undertake duties
- Flexible working hours to ensure the needs of our families are met including some evening and weekend work