

Post holder Statement – Operational Lead Responsive Services

August 2022

Scope

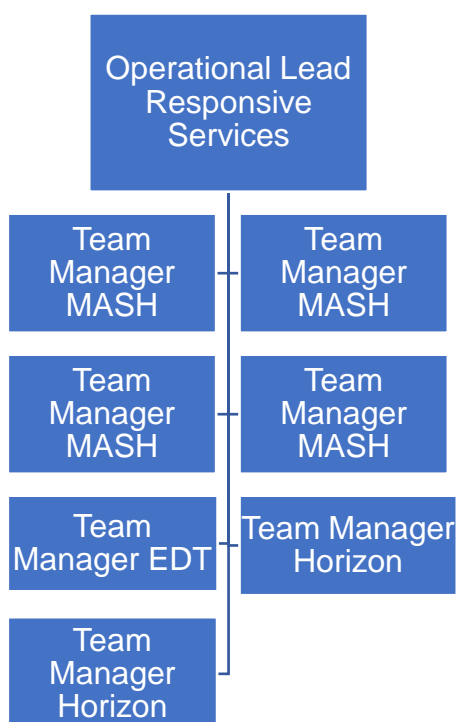
The post holder is responsible for the management and delivery of the following services

- The City Councils' children's Multi Agency Service Hub (MASH) & Initial Contact Team (CICT)
- The City Councils' Emergency Duty Team (EDT)
- The City Council & Police Child Exploitation team

The services are located within the Childrens Help & Protection service and the post holder is a leader of the Responsive Services management team and a member of the Help & Protection Service Leadership Team and the Children's Services Leadership Team.

Direct Reports

Activity



The Operational Lead is responsible and accountable for the operational performance of the services listed above through line management, performance management and quality assurance arrangements.

Ensuring the effectiveness of screening and social work activity, including early help support to children, young people, parents, carers and families in their family and

community life to enable them to maximise participation in family and social life and achieve their life chances.

Ensuring the effectiveness of agency and partner support to children in need in reducing the incidence of harm and the need for referral to children's social care and to enable disabled children and families to access dedicated support to maximise their well-being.

Ensuring the effectiveness of agency and partner collaborative early help advice & guidance to professionals and parents; child in need or safeguarding 'triage' assessment activity to ensure alternative support or early intervention by specialist services and the provision of effective out of hours responses to vulnerable people and partner agencies.

Performance measures include: timeliness of responses, including CAF & Child & Family assessment activity and quality, including partner's contributions, timeliness and quality of out of hours services for vulnerable children & adults, timeliness & quality of child abuse risk assessments & planned interventions and reduction of children re-referred to children social care services.

Lead, plan, allocate and control designated budgets in accordance with financial procedures, ensuring the optimum use of available funding and the achievement of value for money.

Overseeing and assuring improvement & change actions in relation to the services own business targets and to achieve the Improvement Plan outcomes.
Assuring that the quality of supervision ensures safe case decisions and the expected progress of plans and actions to achieve planned or contingent outcomes.

Roles

Leading collaborative arrangements with Police and health care providers to deliver effective & safe MASH triage arrangements to reduce the incidence and effect of harm on children & young people.

Working within the Councils Connecting Communities initiative and leading collaborative arrangements to better align or connect services and community organisations to improve early help outcomes & to support children, young people, parents and carers to help themselves.

