



Coventry City Council

## Job Description

<b>Post:</b>	Family Valued Programme Manager	<b>Job Number:</b>	A5659
<b>Service:</b>	Children's Services	<b>Post Number:</b>	
<b>Location:</b>	BGH but citywide role	<b>Grade:</b>	9

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

- Work as part of Coventry Children's Services in conjunction with Leeds City Council to develop, deliver, and transform Children's Services to embed a Family Friendly Programme where children are at the heart of practice and families are valued.
- Work with Leeds City Council to develop a Strengthening Families – Family Valued Programme.
- To support the active involvement of children, young people and families in the delivery of the Strengthening Families – Family Valued Programme to enable, by ensuring they have a voice and their views are heard.
- To lead and co-ordinate the development and embedding of Relationship Based and Restorative approaches to practice with children, young people and families, in line with the Signs of Safety methodology, across Children Services.
- To supervise Restorative Practice Leads working across all children's social work teams to ensure they support Practitioners to develop and embed Relationship Based Practice, in accordance with relevant policies and procedures aligned with the programme Delivery plan.
- To work collaboratively to ensure Children's Services vision of enabling a culture that promotes children, young people and families are at the heart of everything we do is embedded through the development of restorative and relationship practice.
- To develop practice with the Restorative Practice Leads that is supportive, fair, respectful, non-judgment and anti-oppressive.

Specifically, you will:

- Provide project management support to the Strengthening Families – Coventry Family Valued Programme Board by providing the day to day interface between the programme delivery project team and the Children's Services Leadership team.
- Ensure that the programme objectives and outcomes are delivered on time, within budget, and to expected quality standards.
- Lead and develop practice in line with the evidence-based practice, research and learning underpinned by the Post qualifying KSS-knowledge and skills statements.
- Drive change and continual improvement by looking beyond the commencement of the project to the implementation, focusing on people and their behaviours whilst still ensuring the achievement of performance objectives.
- Ensure the programme operates within, and fulfils, the requirements of the DfE, Director of Children's Services, The City Council, Elected Members and other appropriate bodies.

- Be responsible to the Principal Social Worker to drive and embed relational and restorative practice forward across children's services as outlined above.
- Be responsible to Programme Delivery Manager for managing the project and programme support to the Coventry Family Valued Programme Board.
- Contribute to the overall objective of building sustainability of the Coventry Family Valued programme to enable it to be mainstreamed and become business as usual beyond the end of the initial funding period.

### **Main Duties and Responsibilities:**

#### **Programme Management duties and responsibilities:**

- Integrate and sustain the Strengthening Families – Coventry Family Valued Programme to enable practice to focus on people, services and transformation using qualitative and quantitative measures of performance, to ensure Programme progress,
- Effectively support a child friendly city culture that will meet the needs of and engages with, children and families, and staff.
- Ensure the effective management and implementation of a robust performance management processes that delivers outcomes within an evidenced based model.
- To develop a Strengthening Families - Family Valued Programme delivery plan that will direct the successful implementation of the programme.
- To develop and deliver an appropriate programme/project management framework incorporating the full range of required documentation and governance arrangements. This includes preparing the programme brief, initiation documents, implementation plans, risk register, highlight reports, and change control requests.
- To manage the co-ordination and the implementation of the project and delivery plans. To establish formal monitoring and reporting arrangements on programme progress. To prepare written briefings, programme updates, staff communications, and any other materials required by the Programme Board and wider programme project team. This will include preparing reports for Members and Council Scrutiny, as well as outside bodies such as the DfE.
- Support senior officers to meet the financial targets within individual workstreams and ensure overall financial target for the programme is met.
- To organise research, benchmarking, process mapping as required to develop understanding of the service baseline, financial performance and costs.
- To work with stakeholders including external partners, to build, maintain and promote effective working relationships.
- To lead, motivate and manage the project team as required to ensure the efficient and effective delivery of the project to achieve service improvement and cost reduction within timescales.

#### **Restorative Practice duties and responsibilities:**

- To oversee the development and delivery of bespoke learning and training to enhance individual, teams and service areas to develop good practice and performance.
- To work with Restorative Practice Leads to consistently embed Restorative and Relationship Based Practice within the Signs of Safety approach,
- To liaise and link with the Signs of Safety Practice Lead in Children's Services
- To provide support and supervision to Restorative Practice Leads, who will be supporting, challenging and maintaining focus in service areas to embed Restorative & Relationship Based Practice.
- To work with the Principal Social Worker to support the delivery plan, including the development and delivery of Action Learning groups, workshops and bespoke training sessions.
- To evaluate and promote the effectiveness of the work being delivered by the Restorative Practice Leads in line with the project governance structure.
- To ensure Restorative Practice Leads - lead an area of expert practice, developing the knowledge and skills base and disseminating that expertise across the service.

- To ensure high quality mentoring and reflective supervision to a range of staff; achieve an appropriate balance between reflective case practice and accountability for embedding performance standards.
- Ensure Restorative Practice Leads take the lead on designated policy tasks, as negotiated with the Principal Social Worker. This will include maintaining up to date knowledge of policy and legislative developments. The development of policy positions will also include consulting with staff, including service users, writing and editing responses and articles, giving presentations and other relevant activities
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** 9 Restorative Practice Leads across all areas of Children's Services - Grade 8

**Responsible to:** Principal Social Worker (social work)  
Programme Delivery Manager – (programme management)

**Date Reviewed:** March 2021

**Updated:** March 2021



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of programme/project management/ techniques, methodologies and performance evaluation/change management.</li> </ul>
	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of relevant inspection regimes and evaluation frameworks for Children's Services, and have experience of delivering successful outcomes.</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge of restorative practice approaches within the context of services to children, young people and families.</li> </ul>
	<ul style="list-style-type: none"> <li>• In depth working knowledge of the legislation and statutory requirements for Children's Services. Including Information Governance, General Data Protection Regulations, Data Protection, Freedom of Information and Equalities Act.</li> </ul>
	<ul style="list-style-type: none"> <li>• A good understanding of local government, the services it provides, the decision-making processes and relationships with national government</li> </ul>
	<ul style="list-style-type: none"> <li>• Substantial experience of working with children, young people, families, carers and communities.</li> </ul>
	<ul style="list-style-type: none"> <li>• Relevant post qualifying experience in Children's Statutory Services.</li> </ul>
	<ul style="list-style-type: none"> <li>• Relevant experience of effectively managing the most complex cases with little requirement for support and being responsible for decision making and meeting timescales.</li> </ul>
	<ul style="list-style-type: none"> <li>• Working knowledge of the relevant current legislation.</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge of Relationship Based Practice.</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge of equal opportunities and diversity</li> </ul>	

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Ability to build and maintain critical working relationships to ensure that an organisation adopts change with the aim of getting people committed to the change and to learn new behaviours and sustain them.</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent negotiating, mentoring and coaching skills and strong influencing skills</li> </ul>
	<ul style="list-style-type: none"> <li>• Self-manage, to enable workload organisation, prioritisation and implementation, with minimum supervision</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>



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	<ul style="list-style-type: none"> <li>• Able to matrix manage teams and individuals, manage stakeholders and tasks.</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to manage financial and overall performance of projects</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to manage changing requirements including managing multiple deadlines and conflicting demands in projects</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent communication skills, including report writing and ability to communicate complex information simply</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of having led and managed public service teams, with a focus on performance improvement.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to challenge assumptions</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent analytical and decision-making skills which draw valid conclusions and inform performance</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to be creative and commercial and contribute towards strategic planning</li> </ul>
	<ul style="list-style-type: none"> <li>• Demonstrate the ability to undertake and manage expert and effective practise and caseloads in complex situations.</li> </ul>
	<ul style="list-style-type: none"> <li>• Show excellent leadership skills in the sourcing, processing, presenting and action-planning of practice change by building and engaging with partners and networks within and outside of the Council as appropriate.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to apply learning and research to practice and empower others to follow</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of successful change/project management</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of managing resources (including budgetary control) and managing the delivery of high performance through people</li> </ul>
	<ul style="list-style-type: none"> <li>• Working with stakeholders, partners and/or elected members</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of managing a social work team.</li> </ul>
	<ul style="list-style-type: none"> <li>• A track record of developing &amp; implementing continuous improvement in service delivery</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of having led and managed public service teams, with a focus on performance improvement.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of quality assurance and effective closure of own and others casework.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of developing, contributing and implementing strategies, policies and service procedures and ensuring compliance.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of implementing cultural and strategic change in services, across teams.</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Professional Social Work Qualification (e.g. Degree, DipSW, CQSW as relevant) with a minimum of five years' experience practising as a social worker/practitioner.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of working in a project management environment.</li> </ul>

<b>Special Requirements:</b>	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
	Enhanced DBS check required, and 3 yearly re-checking process will be undertaken
	The ability to communicate at ease with service users and provide advice in accurate spoken English
	Registered with Social Work England