

Job Profile

- Family Help Team Leader
- Family Help Team Leader (Social Work)

Grade: 10 JE ID

Date reviewed: March 2026

About the Job

Please note that this job paperwork covers two roles in the same job family: Family Help Team Leader and Family Help Team Leader (Social Work). Both require degree level qualification in a relevant field however the Family Help Team Leader (Social Work) requires the post holder to have a qualification in social work and current Social Work England registration. Unless otherwise indicated the job paperwork refers to both roles.

A Family Help Team Leader is responsible for working effectively within a multi-disciplinary management team to deliver effective Family Help services to children and their families/carers in a defined area in Gloucestershire. The Team Leader is responsible for ensuring that the workers they manage deliver high quality services in line with Gloucestershire's practice model.

This is what we need you to do...

- To be responsible for working with Family Help Team Managers and other Family Help Leaders to oversee the operational delivery of the Family Help Team.
- Ensure multi-disciplinary staff are developed and motivated to meet the changing demands of the service in order to deliver a high quality and consistent service to the locality and ensure targets for the service are met
- Ensure all activity is compliant with statutory guidance, legislation and GCC policies and procedures.
- Demonstrate exemplary Family Help practice in accordance with the standards of their regulatory bodies (eg Social Work England) to promote and the safety and wellbeing of children and young people in need of support, protection and care.
- Establish an effective and collaborative relation within the team of managers, to achieve and maintain pace, progress and consistency of Family Help practice.
- Together with the Family Help Group Manager contribute to setting objectives for the service. This will include planning, target setting and establishing standards which reflect agreed good practice, Equal Opportunities policy and legislative requirements and include user involvement at all stages.
- To actively promote the work of the team through meetings and presentations and assist in raising the profile of Family Help services to partners (internal and external).
- To establish and maintain effective multi agency partnership links in order to promote an integrated and joined up approach to work with children, young people and their families.
- Manage requests for support and make sound decisions in relation to resource allocation ensuring that decisions are evidence based and in line with statutory legislation and guidance.
- Ensure quality in assessment, monitoring, reviewing and recording takes place ensuring the Family Help service is delivering a service in line with Good and Outstanding practice under the OFSTED inspection framework.

- Create a culture of continuous professional development, keeping up to date with government guidance, legislation and evidence-based best practice initiatives within the sector.
- Ensure effective communication to all staff through written information and meetings, day-to-day line management, high quality caseload supervision, agreed appraisal system and staff development plans.
- To ensure reports (and other requirements requested) are completed in a timely manner.
- Manage resources effectively, including budgets, buildings and staffing, and use of resources not provided directly by GCC.
- Analyse and interpret team level data and ensure Family Help services are developed to meet local need.
- Be responsible for the recruitment of staff as required.
- Maintain good employee relations and be involved in staff discipline and grievance issues.

Special Conditions

- This post is subject to an enhanced Disclosure and Barring Service Check and you will be required to apply for a DBS check before being offered the post.
- This post requires working outside of normal office hours at times, including management cover for out-of-hours.
- The post involves travel throughout the County.

Individual assignments

Family Help Team Leader

The Family Help Team Leader is responsible for the operational oversight and quality assurance of Family Help practice within their area-based team. Working as part of a multidisciplinary management team, the postholder ensures workers deliver high quality, timely, and evidence based family help interventions aligned to Gloucestershire's practice model.

The role will hold the responsibility for ensuring high quality evidence-based interventions are delivered to families across the Family Help team. This will include close joint working with the Family Hub, partners and Intensive Intervention teams in ensuring the timely and effective allocation of resources for children. The Family Help Team Leader will be the point of contact for joint working with Targeted Early Help team within the local Family Hub.

The role holder will be responsible for multi-agency supervision for children in need and targeted early help. They will also offer reflective supervision within the team with a focus on improving the quality of evidence based interventions offered to families.

Family Help Team Leaders will directly supervise workers delivering support under Targeted Early Help and Child in Need frameworks. They will work closely with Family Help Team Leaders (Social Work) and Family Help Team Managers to ensure that there is robust social work oversight in line with statutory legislation and guidance.

Family Help Team Leader (Social Work)

The Family Help Team Leader (Social Work) is responsible for the operational oversight and quality assurance of Family Help practice within their area-based team. Working as part of a multidisciplinary management team, the postholder ensures workers deliver highquality, timely, and evidence based family help interventions aligned to Gloucestershire's practice model.

The role will hold the responsibility for ensuring high quality social work interventions are delivered to families across the Family Help team. This will include close joint working with the Family Hub, partners and Intensive Intervention teams in ensuring the timely and effective allocation of resources for children.

The role holder will be responsible for overseeing social work practice in the team from Child in Need through to Court work. They will also ensure robust oversight of support offered under a Child in Need plan by Family Help Leads in the team who are not social work qualified. Family Help Team Leaders (Social Work) will directly supervise workers delivering support across Family Help frameworks. They will work closely with Family Help Team Leaders and Family Help Team Managers to ensure that there is a rigorous focus on Family Group Decision Making, proportionate interventions and early identification of need.

The ideal candidate will have:

- Extensive experience of working in areas associated with vulnerable children, young people and their families within a health, education, early years or social care setting. For Family Help Team Leaders (Social Work) this will include extensive experience within a statutory social work setting.
- Evidence of continuous professional development
- Demonstrable experience of case management and quality assurance.
- Experience of providing high quality case supervision to staff.
- Experience of chairing complex and contentious meetings.
- Experience of managing change.
- Experience of working in multi-agency settings and across agencies.
- Proven experience of engaging partners and working with other professionals to secure successful outcomes of children, young, people and their families.

Knowledge, Skills and Understanding

- Comprehensive working knowledge of relevant legislation as it applies to children, young people and their families.
- Demonstrable ability to instigate change and able to develop service objectives from strategy, ensuring teams are motivated and employee development is linked to service needs.
- Ability to understand the vision and interpret it to develop practical and achievable work plans.
- The ability to manage risk and vulnerability.

- Comprehensive knowledge and experience of the roles and responsibilities of working together with multi-agency/disciplinary partners and professionals
- Excellent interpersonal skills to develop a rapport and build relationships.
- Ability to use a computerised case recording systems (Liquid Logic) and handle data.
- Ability to work within tight timescales, organise workload commitments, manage resources efficiently and deal with competing priorities and fluctuating demands.
- Ability to build and maintain supportive and empathetic relationships, securing people's support and commitment to a course of action or different way of thinking by presenting ideas convincingly and persuasively.
- Commitment to equality and diversity, identifying service strategies to deliver fair and equitable services for users and employees, challenging discriminatory practices and actively managing and promoting diversity.
- Good knowledge and understanding of assessment and evidence informed interventions relating to children, young people and their families.
- Understanding of key agency processes within health, education and social care as they pertain to the delivery of services and statutory intervention in children, young people and their family's lives.
- Excellent communication, negotiation, consultation and influencing skills tailored to meet the needs of a wide range of audiences and stakeholders.

Qualities and behavioural attributes

- ✓ Demonstrates Gloucestershire Leader/Employee Behaviours.
- ✓ Commitment to own personal and professional development.
- ✓ Commitment to the professional development of the team.
- ✓ Sets high standards for self and others.
- ✓ Forms positive and mutually supportive professional networks.
- ✓ Clarity in decision making, based on a model that weighs all relevant factors.
- ✓ Emotional intelligence.
- ✓ Highly organised, able to prioritise work and meet challenging deadlines.
- ✓ Able to manage stress and function effectively when under pressure.
- ✓ Demonstrate adaptability, flexibility and transferable skills and carry out any other unspecified duties which may arise from time to time and are consistent with the grade and general characteristics of the role. 4. Able to be emotionally resilient to cope and function effectively when working in a pressurised environment.
- ✓ Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned and will require a shift in priority, pace and focus.
- ✓ Develop and maintain professional relationships at all levels.
- ✓ Take other people's views into account, be an active listener and challenge inappropriate attitudes and behaviour when necessary.

Essential education requirements and qualifications

- ✓ Educated to Degree level.
- ✓ Qualification in recognised relevant field for Family Help Team Leader
- ✓ Qualification in Social Work and Registration with Social Work England for Family Help Team Leader (Social Worker)
- ✓ Ability to achieve a relevant leadership / management qualification.