

Job Profile

Family Help Team Manager

Grade: 11 JE ID 15597 Date Updated: May 2026

About the Job

Gloucestershire's Family Help model aims to support children and their families through consistent relationships and skilled interventions, rooted in systemic and relational practice. You will lead, manage and be accountable for a team of Family Help Leads and Family Help Leads (social workers) in the delivery of statutory duties to children, young people and families.

This is what we need you to do.

- Lead and provide day to day management of the Family Help team, providing appropriate support, personal development review and performance management to ensure the delivery of high-quality services, the safety and well-being of the staff and effective use of resources.
- Develop a clear team plan which links the strategic objectives of the organisation, local improvements in performance and learning from complaints.
- Provide monthly supervision of the Family Help Team Leaders which is reflective but provides clear direction and challenge and prevent drift and delay in the child's journey.
- Support and assess Newly Qualified Social Workers through their Assessed & Supported Year in Employment (ASYE), apprentices and others participating in work-based routes into social work or early help.
- Ensure the Family Help Team work alongside the locality Multi Agency Child Protection Team and key partner agencies.
- Develop, promote and maintain strong multi agency relationships, joint working and planning interventions for
- Lead and take accountability for the legal process on behalf of the Council, attending Court as necessary.
- Chair a range of meetings as required including the Daily Decision Meeting ensuring high quality decision making for users of the service.
- Engage children and families in the design and development of the service.
- Contribute to the development of the team plan based on service and local priorities, ensuring that its delivery is achieved.
- Demonstrate clear decision making, and problem solving to ensure effective risk management, planning and good outcomes for children and their families.
- Ensuring all decision making is recorded on the child's file
- Develop quality relationships with internal and external stakeholders ensuring the best outcomes are achieved for children and young people.
- Make clear decisions around threshold for child situations that are part of a legal planning meeting, strategy decisions, ensuring at each point risk is evaluated.

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children and families with the newly commissioned services within Family Help

- Provide management oversight on all children and in particular children with complex situations, receiving child protection and legal interventions.
 - Quality assures the work of the team by a range of means including case file audit, DIP sampling, observations, and reflective group supervision, and any other means as outlined in the quality assurance framework and contribute to further developments of the framework.
 - Manage effectively the workflow within Family Help to ensure that children and young people's needs are met appropriately with the right help at the right time.
 - To have management oversight on strategy meetings, complex child situations, ensuring MACPT interface, section 47 enquiries, CP conferences and PLO meetings, ensuring the quality and timeliness are achieved.
 - Make use of performance data and lead on the management and monitoring of team performance, holding performance clinics to improve operational outcomes in the team.
- Managing individual performance/tackling under-performance and ensuring members of the team are supervised regularly in line with expectations.

- Ensure there is compliance within the team in regard to GCC policies and procedures including data inputting, case recording and confidentiality.
- Lead and provide a culture of continuous professional development, keeping up to date with government guidance and legislation and evidence based practice.
- Manage the budget of the team effectively and take actions to ensure the budget does not overspend.
- Manage complaints effectively and ensuring complaints are resolved as quickly as possible and ensuring responses to complaints are of good quality and reflect understanding of the customer issues and in line with council procedures.
- Support, promote and safeguard the welfare of children and young people.
- Lead on all people management areas of work including human resources annual performance appraisals and SAP responsibilities.

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The ideal candidate will have:

Education & Qualifications

- Qualified Social Worker and registered with Social Work England.
- Evidence of continued professional development

Experience

- Extensive experience working in a statutory social care setting with children and families.
- Experience of managing a team of professionals which demonstrates inspirational leadership, reflective supervision and staff development.
- A proven track record of good interpersonal and communication skills.
- Experience of chairing meetings.

Knowledge, Skills and Understanding

- Recognise the high level of confidentiality required in relation to children, young people, carers and families and help to manage sufficient security of such information.
- Knowledge of Child Protection Procedures and Frontline work
- Knowledge of the relevant legislation, including the Children Act 1989 and related law, guidance and procedures.
- Knowledge of the roles and responsibilities of agencies providing services to children and families.
- Ability to use computerised case recording systems.

Special Conditions

- This position is subject to an enhanced Disclosure and Barring Check, and you will be asked to apply for a Disclosure Certificate if you are offered the position.
- The nature of this post requires flexibility to meet urgent work needs as they arise. This will inevitably entail work outside of normal working hours and locations across the county.
- The post holder must have the ability to travel around the County.

Behavioural attributes

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Undertakes all duties in a manner, which supports the council's equal opportunities policy, in relation to service users and staff, treating both groups with respect and without bias.
- Demonstrates adaptability, flexibility and transferable skills and carries out any other unspecified duties which are consistent with the grade and general characteristics of the post.
- Able to cope and function effectively when working in a pressurised environment.
- Emotionally resilient.
- Organised and able to meet tight deadlines.
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring shifts of priority.
- Takes others views into account; actively listens to other's views and concerns and responds appropriately.
- Able to establish and maintain relationships at all levels.
- Promotes harmony and consensus through diplomatic handling of disagreement and potential conflict.
- Ability to work with and manage data.

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- Ability to work within timescales, to organise own workload and to manage time effectively with competing priorities and fluctuating workloads.
- Ensure that risk is understood for all children and that there is a clear risk management plan and contingency plan in place.
- Ability to communicate effectively (verbally and in writing) with individuals and groups at all levels within and outside the organisation and to build positive working relationships.
- Ability to identify good practice and to celebrate appropriately.
- Ability to show initiative and take responsibility when necessary
- Provides effective leadership, demonstrating drive, enthusiasm and commitment, with a positive approach to change.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves it's right to amend or add to the accountabilities listed above.

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