



Job Description – Head of Family Service

Reporting to:	Assistant Director for Children, Families & Community
Responsible for:	Family Services (LDN London & KCA)
Salary:	£45,000 per annum
Hours of work:	37.5 hours per week

Job summary

The Head of Family Service will lead and manage our Family Services across all locations, providing holistic support to families with children and young adults with special educational needs and disabilities (SEND).

This role involves the delivery of grant and commissioned outcomes, supporting the Assistant Director of Children, Families & Community and working with the Head of Community Engagement to secure new funding, ensuring services meet the current and future needs of families and children.

The Head of Family Services will build a high-performing team, work with stakeholders, and work within legislation, policies, budgets, and other parameters to deliver outstanding support services.

They will identify gaps for families across London boroughs that LDN London operates in and use research and analysis to build evidence of need and impact of delivery.

They will use this information to advocate for rights and bridge gaps through statutory funded services and charitable aims.

They will oversee and support an offer for families of adults living in commissioned support services through mediation, consultation and complaints support. They will support teams in commissioned adult services to develop their approach to working with families as partners through training activities.

The Head of Family Service will oversee the Family Service and be the Deputy Designated Safeguarding Lead for Children and Family Services.

They will ensure the delivery of high-quality 1:1 family support, Early Help support including Portage and Parent Coaching, Parent Workshops, Participation Groups, Therapies and Counselling, and expand services into new areas such as Camden, Islington and Ealing.

This role involves ambitious family-centred practice, tailored support plans, and ensuring positive outcomes for families. The Head of Family Service will encourage parent and carer engagement in consultation and participation activities, work effectively with a multidisciplinary team of external professionals, and establish and maintain close operational relationships with schools and other education departments, social services, health services, information services and local authorities. They will represent LDN London Children and Family Services on internal and external groups and committees, promoting parents' rights, needs, and wishes when planning, developing, and delivering services.

They will work with the Assistant Director for Children, Families and Community, The Head of Community Engagement and the fundraising team to secure and manage funding commitments.

They will handle the recruitment and support of the Family Service, ensuring induction and supervision, development and access to training specific to their roles.

They will be responsible for reporting to the Board of Trustees on outcomes and progress as well as identified unmet needs and priorities for families, always being mindful of new and emerging challenges for families.

They will take the lead on the management of the Alice Gestetner Grant ensuring effective promotion of the grant, referrals, monitoring of applications and impact.

Key responsibilities

Leading People

- Lead, manage, and support team members, including Family Support Workers, Early Years Advisor, Portage Worker and Therapists.
- Provide right support and supervision to all team members to ensure ongoing assessment of individual needs, using Charity Log to support performance and delegate caseloads.
- Monitor and evaluate the effectiveness of services and implementing improvements.
- Deliver the strategic plan for the continuing development of the Family Service.
- Act as a role model, following best practices and policies and procedures.
- Create a working environment where people excel and achieve.
- Manage staff according to LDN London's procedures, including resolving disputes and undertaking investigations.
- Recognize achievements and change guidelines based on experience.

Living our values and understanding our work

- Conduct yourself in a manner that reflects our standards for both staff and managers.
- Promote LDN London's values and standards, ensuring your team understands and practices them.
- Create a team where diverse cultures and backgrounds are valued and respected.
- Advocate for the children and young adults of the families your service supports.
- Ensure families are supported to identify their needs and choose how they are supported to reach their aims.
- Promote self-advocacy for families and provide prompt information, signposting, and referrals to other services and specialist advice.

- Maintain detailed knowledge of LDN London's services, relevant legislation, quality standards, and sector developments.
- Offer creative solutions to challenges within the contract and resources available.

Leading safeguarding and safety

- Speak up against practices that don't support safeguarding or our core values.
- Ensure team awareness of the vulnerability of the children, adults, and families you support, being alert to potential abuse.
- Act as the Deputy Designated Safeguarding Lead (Deputy DSL).
- Use local and national policies and procedures for recognising, recording, reporting, and taking part in safeguarding protocols.
- Lead safeguarding activities, ensuring compliance and effective cooperation with all stakeholders.
- Scrutinize team concerns, ensuring prompt and thorough reporting and referral to MASH and other safeguarding agencies.
- Promote a safe working environment, managing health and safety incidents according to legislation and procedures.
- Liaise effectively with LDN London Facilities about safety issues.

Improving quality

- Achieve the Quality Advise Standard mark, setting out quality and compliance standards.
- Undertake quality audits using Charity Log.
- Enhance the quality of support by working within LDN London's values and regulations.
- Ensure continuous service and organizational development through monitoring complaints, surveys, audits, inspections, and quality assurance processes.
- Understand and represent local families' needs to support grant and tender applications securing funding and enhancing services.
- Create a high-performing team through effective performance management, addressing issues promptly and effectively.
- Contribute to the recruitment and selection of staff, ensuring equality, diversity, and adherence to LDN London's values.
- Expand networking with other organizations and develop partnerships to enhance service delivery.

Communicating effectively

- Hold regular meetings with team members and other relevant stakeholders.
- Capture and share information appropriately in your service and at senior levels.
- Liaise with relevant agencies including attending internal and external meetings as appropriate.
- Complete accurate and prompt quarterly contract monitoring, grant outcomes, and committee report records which include quantitative and qualitative data and information which evidence impact.
- Support the development and update of policies supporting teams in meeting legislative and best practice standards.
- Evaluate the work of integrated family services, ensuring systems are accessible and inclusive.

- Support the voices of KCA and LDN London through social media and marketing campaigns in liaison with the fundraising and marketing team.

Developing people

- Ensure your team has the appropriate knowledge and skills through effective induction, supervision, and training.
- Ensure training records are up to date.
- Identify your personal development needs and actively take part in supervision and appraisal.
- Attend internal and external learning events to develop relevant knowledge, techniques, and skills.
- Share knowledge across LDN London.
- Deliver induction and training to team members and externally when needed.
- Create and develop coproduced training on working positively with families for adult services.

Managing resources and risk

- Ensure resources, including team members, are used appropriately and effectively.
- Ensure working environments are suitable for The Family Service activities with a flexible approach which is community based.
- As the budget holder, ensure effective budget management, including setting and reviewing annual budgets, promoting team understanding, and ensuring financial controls.
- Ensure a high standard of service administration, completing all required IT and paper-based records.
- Manage your time effectively to complete all responsibilities and aid business development.
- Ensure data management follows confidentiality protocols and data protection legislation.

Delivering results

- Secure necessary funding for the ongoing provision of existing services and the development of new services.
- Establish and maintain close operational relationships with locality teams, lead settings, and the social work teams.
- Represent Children and Family Services on internal and external groups and committees.
- Ensure the promotion of parents' rights, needs, and wishes when planning, developing, and delivering services.
- Ensure families and their children have their voices heard through direct delivery and thematic and routine surveys and reports.
- Plan and deliver positive events for families to support interests and maintain family life stability.
- Support and develop relationships, building supportive links for families and responding to concerns appropriately.
- Work flexibly which may include some evening or weekends as required.

This job description serves as a general guideline of the key responsibilities of the post. These may change from time to time in accordance with the organizational and departmental needs.

The post holder will be expected to work within agreed budgets and policies and procedures, adopting a flexible approach to carry out any duties commensurate with their role.

Working from home can be included within the working week but to a maximum of 1 day a week.

Selection criteria

To be shortlisted for interview you must display sufficient knowledge, experience, and reasoning in each of the criteria below using real examples:

Living our values and understanding our work

Senior Managers should understand the social, political, and cultural context with which they work and share our vision of how families of children with special education needs and disabilities are treated and their experiences.

Leading people

Senior Managers should understand and show effective leadership and management, working alongside their team and leading by example while also allowing local managers the space to lead and develop.

Leading safeguarding and safety

Senior Managers should ensure that safeguarding and safety are always at the forefront of the work we do.

Improving quality

Senior Managers should understand what outstanding means and always work towards achieving this.

Communicating effectively

Effective communication should include all stakeholders, including children, families, professionals, colleagues, the public, grant givers and commissioners. Experience in partnership working and networking with external organizations.

Developing people

Senior Managers should develop the skills of their team, irrespective of their experience, to deliver the vision of the service and the ambitions and needs of families.

Managing resources and risk

Senior Managers plan and use resources effectively and understand and manage risk.

Delivering results

Senior Managers should always focus on delivering the vision of the service and the ambitions and needs of the people supported efficiently and safely.

Additionally, we will expect you to:

- be computer literate.
- be able to work flexibly.
- be able to work “hands on” with your team.
- have experience working with children with SEND and their families.
- have, or are working towards management level 5 or above relevant qualification.

- have, or working toward qualifications which link with training needs of the service including mediation training.

The standards above reflect our management standards which inform induction, probation, performance management and appraisal processes to support development in your role and career.