



**WOKINGHAM
BOROUGH COUNCIL**

Job Description

Job Reference

Job Title	Head of Service: Help and protection		
Service	Children's Services	Team	Family Help and Safeguarding
Location	Various		
Reports to	Service Director: Family Help and Safeguarding		
Responsible for	See structure chart below		
Grade:	Type of position:	Date:	
SM2	Permanent - Full Time, 37 hours per week		26/06/2024

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Service Purpose

The Children's Social Care Family Help and Safeguarding service provide high quality and effective support to children and young people in need of help and/or Protection, Children we care for and Care leavers, and their families.

The Head of Service for Help and Protection will lead the teams, who work with children who have Child in Need and/or Child Protection plans (including Court work), and the Compass Team (Edge of Care, Placement Stability, Reunification, Parenting Assessments).

Purpose of the role

To offer creative, skilled, and professionally competent leadership across all aspects of Family Help and Safeguarding activities. To undertake all duties required by legislation and regulation to oversee the development and functioning of services in relation to Children in Need, Child Protection, Children subject to both pre and court proceedings, Children in Care, and edge of care services.

To lead on the delivery of timely and good quality assessments of need, ensuring that likelihood of harm is identified and responded to appropriately, that children receive the right help at the right time.

To ensure that all plans are implemented, driven, and reviewed.

Main Accountabilities

1. Accountable for the delivery of timely high quality and effective assessment, planning, intervention, and reviews.
2. Lead teams that respond promptly to concerns raised by internal and external stakeholders about individual children and collaborate to create the most effective service provision for children and their families.
3. Work with partners, in particular statutory partners such as health providers, Police and schools, to ensure there is a joined-up approach across the borough to working with families, children and young people, including those with additional needs.
4. Embed approaches to gaining user feedback across the service utilising different models as appropriate for the settings to underpin our accountability to children, young people and families and our commitment to improve the service. Ensuring that child participation and engagement along with family feedback contributes to decision making and helps shape and influence services for children, young people, and their families.
5. Work closely with Helping Early and Front door Services and external partners to ensure there are joined up arrangements to support families across the continuum of need.
6. Demonstrate leadership through embedding the Quality Assurance framework and its connectedness to supporting the delivery of high-quality services. Champion the learning culture, observe and audit practice and facilitate practitioner and system wide reflection throughout the year.
7. Lead the service through inspection and review from OFTSED. Draft and present quarterly and annual reports for each of the service areas, ensuring key themes are identified and actions taken forward. Attend council meetings as and when required.
8. Ensure that targets and performance measures are achieved, as agreed by the Council.
9. Encourage a culture of creativity and innovation to lead and drive high performance and effective solutions and interventions.

Promote a culture of co-operation and joint working across the directorate with positive leadership, a clear and strong sense of direction and purpose and effective selection and deployment of employees across the department.
10. To manage all resources within the area in an efficient, effective, and economic manner within a framework of corporate and departmental policies and priorities.
11. To work within a team of peers to contribute to setting objectives for services. This will include planning, target setting and establishing standards which reflect agreed good practice, learning, Council equal opportunities policy and legislative requirements and include user-involvement at all stages.

12.	To horizon scan and brief the senior leadership team on policy and regulatory changes; identify resultant gaps and address them, ensuring all staff are briefed on change.
13.	Represent the service, department, or the council positively to other agencies, departments, and services as required and comply with Council policies.
14.	To be part of the out of hours on call rota, currently a minimum of one week in six.
15.	To be a full and active member of the Extended Children's Services Leadership Team, to work cooperatively to improve outcomes for Wokingham's young people and take on specific programs as required.
16.	To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post.
Supervision Received	<ul style="list-style-type: none"> • Monthly supervision from the Service Director.
Supervision Given	<ul style="list-style-type: none"> • The Head of Service for Help and Protection is responsible for the supervision of Team Managers. They will receive monthly supervision. • There are circa 72 staff members within the manager's overall span of control. (NB organizational change may vary this number)
Contacts & Working Relationships	<ul style="list-style-type: none"> • Heads of Service, Service Directors, staff across Children's Services and the wider organisation. • Berkshire West Safeguarding Childrens' Partnership, including Health and Police. • Southeast Sector led improvement group. • Peers across the Country for best Practice and Benchmarking.
Management of resources or budget	<ul style="list-style-type: none"> • Budget: Approximately £5,291,110
Special Factors	<ul style="list-style-type: none"> • Ability to travel to a variety of locations as necessary. • Full Driving license is required. • Availability to attend evening meetings and weekend events. • DBS – enhanced check.

Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
Registered with Social Work England	✓	
Degree level qualification		✓
Management qualification		✓
Technical Skills.	Essential	Desirable
IT literate	✓	
Negotiating skills	✓	
Financial management	✓	
People, Performance and Change Management and Coaching Skill	✓	
Knowledge	Essential	Desirable
Comprehensive understanding of Children Act 1989 and other relevant regulations and guidance.	✓	
Comprehensive knowledge of best practice and research evidence	✓	
Experience	Essential	Desirable
Experience of working within a statutory setting as a social work manager/leader	✓	
Working knowledge of public law and care proceedings	✓	

Working knowledge of the application of thresholds	✓	
Evidence of child centered decision making; balancing proportionality, legislation, legal remit and duties	✓	
Experience of chairing complex meetings	✓	
Experience of management and leadership across a range of service areas	✓	
Experience of quality assurance activities and auditing.	✓	
Development of staff to support career progression, professional development and staff engagement	✓	
Partnership working, stakeholder management, internal and external	✓	
Working in a political environment	✓	
Completed by:	Estelle Kelleway	Date: 30.6.25