



Job description			
Job title	Family First Team Manager		
Grade	P		
Directorate	Children's Services		
Service/team	Early Help & Prevention Services/Family First Team		
Accountable to	Head of Service – Prevention and Intervention		
Responsible for	Family First Case Managers. Family First Senior Practice Leads.		
JE Reference		Date Reviewed	08.08.25

Purpose of the Job

To support the Head of Early Help and Prevention in the leadership and management of the service ensuring the highest standards of practice are maintained in the provision of multi-agency case management and delivery of preventative interventions to children, young people and their families in Knowsley

Team Managers will be responsible for the oversight and supervision of a team of Family First Case Managers delivering high quality Early Help Assessments, Interventions and Reviews for children and families with multiple complex needs.

Team Managers will also establish and maintain effective multi agency partnership links in order to promote Early Help, whole family, joined up approaches to work with children and families, including managing risk of potential harm and safeguarding.

Team Managers will oversee and manage the allocation and assessment processes conducted by the Family First Service that a persistent, positive approach to engagement leads to clear participation and positive delivery of measurable outcomes for children and their families.

Team Managers will support continual practice improvement across the service and work closely with partners to achieve improved outcomes for children and families which are relevant to the monitoring and performance as set out in the Early Help Performance Framework (including Troubled Families Outcome



Plan), Knowsley's Children and Young Peoples Plan and the broader strategy for Knowsley.

Team Managers also will ensure that services are provided within the team's devolved budget and deputise for the Head of Service in their absence (which may involve attendance at key operational and strategic meetings).

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To provide line management and professional supervision to Family First Case Managers in line with the supervision framework which encourages reflection, challenge and improved outcomes for children and their families.
2. Provide management oversight to the assessment process, the development of the outcome focused family plan and review process to ensure these are of high quality, child focused and are aspirational to enable families to improve outcomes. At all times, the Team Manager will ensure the voice of the child is evident in all aspects of Case Managers work including assessments and plans regardless of the children's age or ability.
3. Drive forward the achievement of outcomes for families through robust performance management processes in line with the early help performance framework (incorporating the troubled Families Outcome Plan)
4. To adopt a 'Signs of Wellbeing' approach to building strong, productive links with families, local partners and communities to respond collaboratively to family and locally identified needs and issues and have oversight as to how this approach is being used with families by case managers.
5. To take service wide responsibility for key themes affecting the service across the borough such as duty, partnership Early Help development, practice improvement, domestic abuse, workforce development etc.as required by the Head of Service.



6. To maintain accurate, quality and timely records on the Early Help Module and actively support the audit process and use analysed findings to improve future practice.
7. To act as the Safeguarding Officer within the team and in support of the service as and when required.
8. To maintain positive relationships with Children's Social Care and other key services which ensure Early Help provision and safeguarding of children is evident in all aspects of family work across the partnership.
9. To have active participation in multi-agency meetings, task and finish groups to ensure the service is represented in development of new services or ways of working.
10. Represent Family First at key partnership meetings in order to support timely information sharing and gathering about families and ensure the right response from the service is provided.
11. Develop innovative ways of engaging with and developing services for families who are 'harder to reach' in response to the demands of legislation, guidance, national and local priorities and initiatives such as the National Troubled Families Programme
12. Act as a Family First Duty Manager as required. This will include oversight of and support for staff working outside of office hours.
13. Promote an ethos of participation and consultation with children, young people and their families which informs service provision and development.
14. Promote the Family First service to all stakeholders, including Senior Officers and managers within the Local Authority, partner agencies and Voluntary, Community and Faith organisations.
15. Ensure service performance and quality standards are set and managed within the framework of KMBC priorities for children and families; any relevant Government legislative requirements and objective setting based on local commissioning, strategic imperatives and performance frameworks.
16. To identify gaps in provision for children and families within Early Help; ensuring they are reported to the Head of Service to inform the strategic



commissioning of services which will underpin, enhance and develop aspects of Family First delivery.

17. To work flexibly to meet the needs of the service. This will include working from any service base as required as well as some early mornings, evenings and weekend work which may take place in service-users homes. Staff and managers will work across the whole of the Borough.
18. Ensure that all staff adhere to KMBC's Financial Regulations and Procedures.
19. Prepare management reports on service performance and quality assurance to make recommendations in order to inform ongoing development.
20. Ensure that case management, information and data systems are accurately maintained and updated by staff.
21. To undertake any other duties commensurate with the grading of this post, as required by the Executive Director for Children's Services or their delegated Officer.

Knowsley Better Together – Staff Qualities



Health and Safety



- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.