

## Head of Service (Specialist Services/Resources)

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**Department: Children, Young People, Education & Skills**

**Division: Children's Services**

**Reports to: Director of Children's Safeguarding**

**JE Reference: xxx**

### Job purpose

Design, deliver and review the provisions of the Specialist Services/Resources team delivered to children and families with complex needs and who are considered to be vulnerable, in need or at risk, to ensure there are sufficient placements for looked after children in Jersey, there are a range of services in place to support children in the community as an alternative to care, and that the statutory duties of the government are discharged effectively and in line with legislation.

### Job specific outcomes

1. Lead, manage and deliver Specialist Services/Resources services to children and their families who are required by legislation to comply with intervention, assessment and support, to ensure effective service provision and statutory compliance.
2. Manage Specialist Services/Resources staff to ensure that they are properly trained, qualified and supported in order to cope and perform effectively in challenging and emotionally difficult circumstances, and therefore able to deliver appropriate standards of customer care in all cases.
3. Develop, implement and maintain specific plans, policies and procedures within the service line, ensuring that they comply with departmental business plans and budget and are aligned to GOJ strategic plans and policies and legislative requirements, in order to support effective delivery of services and to improve the outcomes for vulnerable children in Jersey.
4. Lead on developing and maintaining service specific performance management and self-evaluation systems for Specialist Services/Resources, and also provide input to independent scrutiny as required, in order to continuously evaluate performance and improve policies and outcomes for all customers.
5. Raise awareness of the full range of social work and health services across all of Children's Services in order to increase confidence amongst the general public and safeguard the reputation of the GOJ in its duties to children.
6. Plan and provide an effective out of hours service across Children's Services, that delivers an emergency response to matters of life and limb for children and families and ensures that appropriate oversight, risk escalation and decision-making is always available and that all emergency call outs are met. To be coordinated with other Heads of Services.

7. Provide specialist knowledge and skills in Specialist Services to the wider improvement and ongoing development of Children's Services, and ensure that all staff are competent, qualified and registered in line with regulation and professional codes of practice in order to deliver a high-quality service.
8. Advise staff at all levels in multi-agency safeguarding arrangements and community processes to enhance the wellbeing of vulnerable children and ensure that effective social care services are in place to promptly respond to and secure the protection of children at risk of, or subject to, abuse.

### **Statutory responsibilities**

- The postholder will have to comply with all relevant States Laws, such as the Children (Jersey) Law 2002, Secure Accommodation Regulations, Adoption and Fostering legislation, Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;
- This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### **Services**

**Residential Services**  
**Greenfields Secure Unit**  
**Adoption and Fostering Service**

### **Organisational structure**

Office of the Chief Executive

Customer and Local Services

Children, Young  
People, Education  
and Skills

Health and  
Community Services

Justice and  
Home Affairs

States Treasurer  
and Exchequer

Growth, Housing and  
Island Environment

Strategic Policy,  
Performance and  
Population

Chief Operating Office

## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Professional qualification in social work and registration with the relevant professional body.</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Comprehensive understanding of relevant legislation, policy and good practice in family/parenting support, safeguarding, management of children and families at risk.</p> <p>Deep understanding of the management of risk and supporting vulnerable children and families in the community.</p> <p>Practical understanding of strategic management and business planning</p> <p>Good understanding and experience of performance management/quality improvement frameworks</p> <p>Practical understanding of budget management and financial planning and control.</p> <p>Good understanding and experience of application of workforce planning and development</p> <p>Understanding of information management including data protection</p>	
		<i>Physical restraint training</i>

<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Articulate and able to inspire others such as staff and the full range of stakeholders.</p> <p>The ability to apply strategic and political awareness combined with a breadth of practical knowledge of children's services and the local context to make effective decisions and service improvements.</p> <p>Highly developed analytical skills.</p> <p>Experienced in a range of IT skills including case management, quality assurance and performance systems.</p> <p>Enhanced DBS cleared</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to develop and implement change</p> <p>High level analysis and problem-solving skills</p> <p>Adept at dealing with a wide range of people, including children of all ages, who may be challenging, abusive or even violent.</p> <p>Highly resilient – good coping mechanisms for dealing with challenging, stressful and emotional situations involving vulnerable children.</p> <p>Ability to formulate, negotiate and gain</p>	

	<p>acceptance of decisions, judgement and advice.</p> <p>Present clear and concise briefings, materials, reports, in-service training and presentations.</p> <p>Leadership, organisational and administrative skills</p> <p>Able to deal with competing deadlines and multiple competing tasks at the same time.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Significant experience in working in statutory services for children and in a social services setting.</p> <p>Experience of working within a regulatory and scrutiny framework</p> <p>Experience and proven track record in managing children's statutory social care services.</p> <p>Significant operational management experience of Children's Social Work services and in particular the protection of children.</p> <p>Managing organisational change and improving and transforming services to vulnerable children or children in need</p> <p>Leading and managing staff in the complex and challenging context of statutory children's social work</p> <p>Management of and support to a multi-</p>	

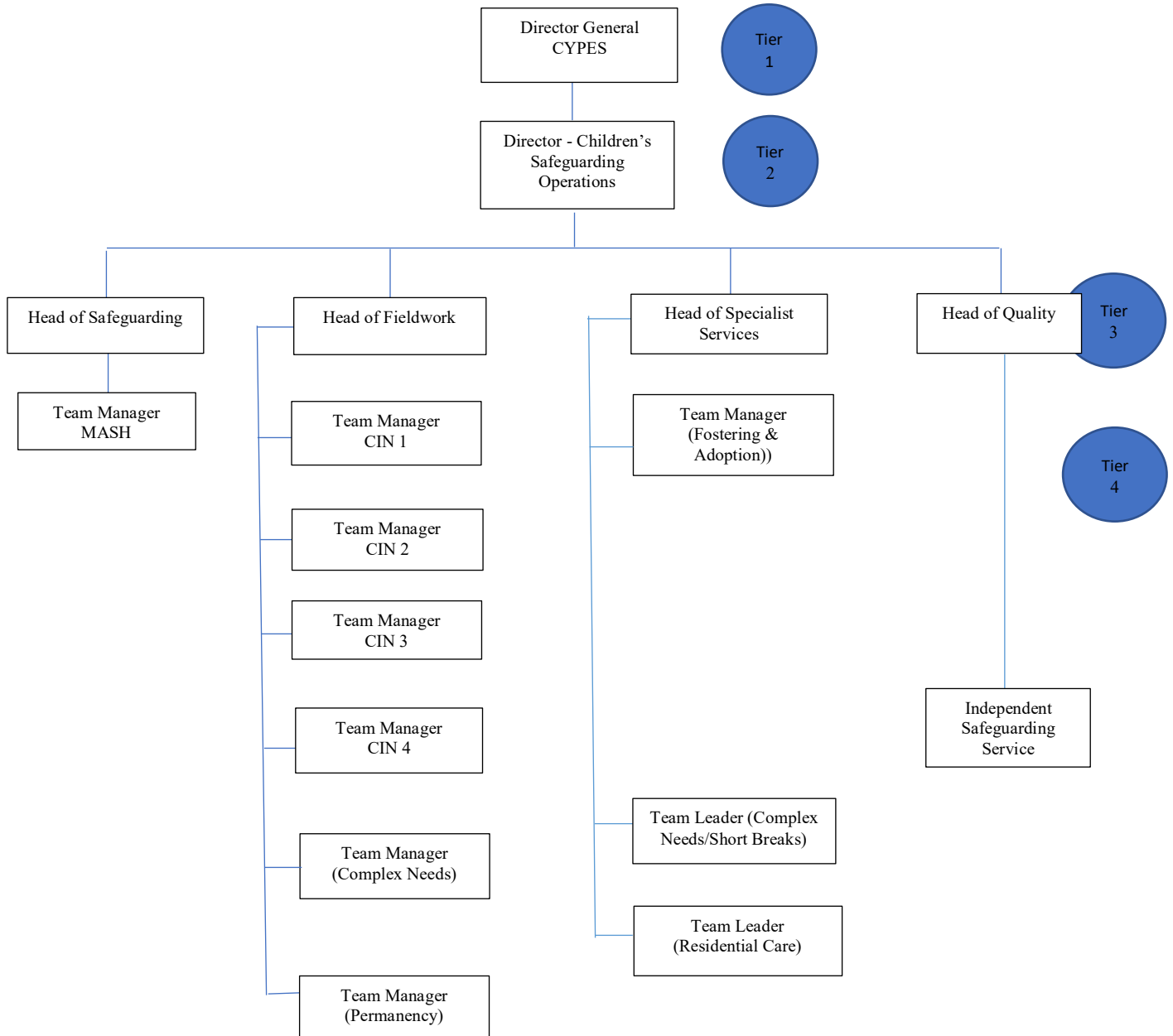
	<p>disciplinary workforce, including clinical, professional, technical and support staff.</p> <p>Developing and implementing strategy in children's social services</p> <p>Experience of self – evaluation, audit and participating in inspection.</p>	
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### Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.

As a registered social work professional, the Head of Service head of service will uphold and promote the standards of behaviour and conduct in line with the regulatory body.

**Organisation chart**





<b>Date of Evaluation</b>	xxx
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<b>Post Number</b>	xxx
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<b>Post Band</b>	xxx
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