

Role Profile

Part A - Grade & Structure Information

Job Family Code	9PCS	Role Title	Senior FGC Coordinator
Grade	PS9	Reports to (role title)	FGC Team Manager
		Directorate	Children Families Lifelong Learning
JE Band	314-370	Service	Children's Service
		Team	Family Group Conference
		Date Role Profile was created	01/06/2020

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Lead the operational service delivery of FGC team that provide direct FGC intervention to children and their families to enable them to develop solutions and enhance their resiliences. Support the Team Manager in the line management of the team of FGC Coordinators ensuring they are deployed effectively and equipped to fulfil the requirements of their role. Ensure team members work effectively with multi-agency partners to ensure that families are able to well supported to create family plans thaty address the presenting concerns, promoting family resilience. As an expert practice lead, support consistency of best practice and train and lead on service development and service improvement. Develop systems and processes and ensure compliance with agreed processes and local FGC standards to facilitate the analysis, recording and monitoring of service delivery. Foster high level cooperation between Children's Social Care and Early Help partners to ensure children and their families are able to identify and mobilise their network of support. Promote a family resilience and a family network approach for children and young people, parents and carers with team members. Deliver training to partners and social work teams on family networks and family group conference to increase confidence and skills in social workers and practitioners identifying which approach to adopt when supporting children and their families.
Work Context	Children's Services' priority is that children and young people are safe and feel safe and confident, which means providing timely, accessible help and support to ensure they are resilient, independent and confident in their future. Early Help services work with children, young people and families in a multi-agency environment providing early help to identify and address problems before they escalate. The Senior FGC Coordinator works in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues. Role holders work largely autonomously in their day to day work, whilst ensuring they works together with Team Managers across the county to ensure consistency of practice and continuous improvement. They work with a range of multi-agency providers across the partnership, as well as supporting partners in the community. Travel will be required across the county and occasionally out of county.
Line management responsibility if applicable	No direct line management responsibilities, but to deputise for the Team Manager in managing team of 10 FT FGC Coordinators. Duties could extend to facilitate group supervision, mentoring and other duties as required.
Budget responsibility if applicable	There is no budget responsibility as part of this role but to support the team in understanding financial implications regarding their work and the service provided.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Identify opportunities and risks associated with the service and escalate / report to management. • Investigate concerns, complaints and safeguarding issues to promote satisfactory and positive outcomes and protect vulnerable members of society. Service Development • Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service. Planning & Organising • Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. • Contribute to service plans and plan staff resources to maintain operational delivery of services. Finance/Resource Management • Assist with budget/resource/funding management in accordance with the council policies and procedures. Work with others • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery. • Work in partnership with service users, their families/carers. People Management • Line manage and/or supervise, guide, advise and mentor less experienced or non-professionally qualified staff on casework and provision of care services, making sure that staff act in accordance with procedures and good practice. Assist in the development of staff and in the timely provision of services. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area. • High level working knowledge of relevant legislation, procedural frameworks and practice standards in a specialised area of practice. • Able to assess, plan and review appropriate support. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Able to lead team working, and use supervision to improve personal performance and practice of junior staff. • Understanding of the principles of confidentiality and information governance and how these apply to social care. • Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	High level knowledge and understanding of the issues faced by families of 0-25 year olds with extensive practice experience and expertise in this area. Able to demonstrate a successful track record of integrated and partnership working. Experience in assessing the needs of, and undertaking direct work with children, young people and working with parents, families, carers and networks to achieve optimal outcomes for children and young people. Satisfactory DBS clearance is required. Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs. Significant experience of working within family group conference/family group decision making meetings. Have a valid driving licence to drive in the UK and access to a vehicle and be willing to travel across a wide geographical area.
Role Summary	Roles at this level may manage a small team delivering specific front line services and/or will be an experienced professional assessing and managing a complex caseload supporting consistency and standards of practice, in a defined service or geographical area. They will require a professional qualification and experience or extensive practical experience. They usually work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead although the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.
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