

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Portfolio Lead
Grade	PS8	Reports to (role title)	Registered Manager
		Directorate / School	Children, Learning and Education
JE Band	269-313	Service / Department	Children's Resources Children's Residential Services
		Date Role Profile was created	01/11/2020

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	<p>Portfolio Leads work with colleagues to deliver a multi-agency intensive support service for children looked after and those on the edge of care. The role will be based from a children's home and may include provision of planned and emergency placements, out of hours and planned outreach services, activity services and bespoke placement arrangements. Workers may work directly with young people in one or any of these settings through a mixture of individual and group interventions specifically with children and young people with complex and demanding needs. This role takes a specific portfolio lead within the children's home or No Wrong Door hub in improving outcomes for young people in one practice area:</p> <ul style="list-style-type: none"> •Management of risk •Families and relationships •Positive transitions, including housing •Education, training and employment •Emotional health, self-worth and well-being •Positive activities and achievements <p>The role acts as the 'subject expert', developing and maintaining professional networks, resources, training and tools to promote positive outcomes for young people in the portfolio area. They will liaise extensively with partner organisations to plan care and intervention. This may involve constructive challenge to other agencies to improve outcomes and the role will develop plans and direct work of other staff in the children home or NWD Hub. Portfolio leads are at the front line of intervention with children and their families and in partnership with networks to develop plans that address the needs identified in assessment, and that engage the young person. The postholder will contribute to ensuring services are compliant with national good practice, guidance, regulations, legislation including Ofsted frameworks. They will contribute to regular audits and inspection of services, using evaluation tools and monitoring to ensure services are effective and delivering key outcomes. This will also involve collation, analysis and reporting of information to the manager on the specific portfolio lead area.</p>
Work Context	<p>The No Wrong Door™ model provides support to children on the edge of care or who are looked after, from a single multi-agency team. The model takes a strengths-based and solution-focussed approach, and uses tools from Restorative Practice and Motivational Interviewing. The young people supported by the No Wrong Door hub or children's home may have significant vulnerabilities due to risk of criminal exploitation, family pressures, mental ill-health or experience of significant trauma, and require a high level of compassion, empathy and resilience, combined with consistent patience and understanding. Due to their needs and experiences they can present distressing behaviours, including self-harm, physical outbursts, and risk-taking behaviour; we therefore need to help them feel valued, safe and accepted for who they are. We support you to be able to work at this level by placing great value and importance on the culture and workforce development.</p> <p>We expect values and behaviours that:</p> <ul style="list-style-type: none"> •Respect and value individuals to keep them safe, being affirming and working with them to help them make a positive difference to their lives •Are compassionate showing consideration and concern, combined with an understanding of the perspective of those you work with •Being courageous and confident when faced with confrontation, holding a safe space to manage and contain difficult behaviours and enabling their potential •Build effective relationships, being perceptive and empathic and building good rapport •Show competence: building change will be informed by social care ethics and values and will be developed through reflective practice •Are committed: Creating sustainable change and being authentic, consistent, patient, persistent and resilient. <p>You will have commitment to being anti-discriminatory and anti-oppressive in your approach and be able to translate this attitude into practice.</p>
Line management responsibility if applicable	This role is responsible for supervising up to 6 staff, and ensuring regular reflective supervision, career conversations, CPD.
Budget responsibility if applicable	This role does not have budgetary responsibility but may be accountable for the proper use of cash floats or pre-payment cards/company credit cards in accordance with council procedures and delegated financial responsibility.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Identify opportunities and risks associated with the service and escalate / report to management. • Assess and manage risk associated with assigned cases/service delivery. <p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the regular monitoring and review of services established to facilitate service improvement. • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • 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. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. <p>Work with others</p> <ul style="list-style-type: none"> • 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 deliver service in partnership. • Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none"> • Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required, adherence to safe working under the health and safety policy is required.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Advanced vocational qualification at level 4 or considerable on the job experience. • For some roles a relevant degree may be required. • Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. • Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. • 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. • Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • Creative problem solving skills and the ability to identify service improvement initiatives. • Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. • 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	<ul style="list-style-type: none"> • 2 A levels or equivalent and qualification at Level 3 or above in a social care, health, education, housing or youth work related subject, and willingness to undertake the Children, Young People and Families Manager Apprenticeship to obtain the Level 5 Diploma in Leadership and Management for Residential Care • Knowledge of the Children's Homes Standards and Regulations and best practice in children's social care, including demonstrable knowledge in the portfolio lead subject and in restorative and strengths based approaches. • Post qualification experience in a relevant field with substantial and relevant experience and skill in working directly with children and families and maintaining effective relationships, including with those who find it difficult to engage with services • Experience of exercising effective operational links with colleagues from other agencies, and of complex casework and interagency working with young people and their families including developing comprehensive intervention plans, risk assessments and safety plans • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Able to actively lead team meetings, shift debriefs, supervision and performance conversations • To have enthusiasm and ability to be spontaneous, courageous and aspirational • At times there may be a need for physical interventions that will require a level of personal fitness • Able to take direction and guidance, be self-aware and reflect on your practice and decision making • An enhanced DBS 'Disclosure and Barring Service' check for regulated activity • At least four years older than the oldest accommodated young person living in the home; therefore, the minimum age for application is twenty-two years. • Hold a Full UK Driving Licence • Ability to work to a flexible working rota including night shifts, weekends, and bank holidays.
Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.
Reference Number	BM-2021-407