

## **Team Leader - Family Help**

**Salary:** Band 12, £52,412 - £56,759 per annum, plus a recruitment and retention package of up to £2,500 market supplement to be paid monthly.

**Contract:** Permanent

**Hours:** Full Time (37 hours per week)

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, young people and adults who may be vulnerable, and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

Every post is subject to PCC and Portsmouth Safeguarding Children's Partnership safer recruitment procedures.

Portsmouth City Council's Children and Families Services is committed to creating stronger futures for children, young people, and families. We work in partnership across education, health, police and community services to provide high-quality, inclusive support that helps families thrive. Our approach is relational, restorative, trauma informed and strengths-based, ensuring that every child has the best start in life and every family receives the right help at the right time.

### **About Family Help**

Family Help is our way of working that brings together targeted early help and Child in Need support into a single, seamless offer. It replaces the traditional divide between early help and statutory services, making it easier for families to access support without stigma or duplication.

Key features of Family Help include:

- Whole-family approach – addressing needs across the family, not just the child.
- Single assessment and plan – reducing duplication and focusing on outcomes.
- Family Help Lead Practitioner role – acting as the main point of contact for families and coordinating the Team Around the Family
- Evidence-based interventions – practical, relational support that builds resilience and prevents escalation.
- Family-led planning, ensuring family-based solutions are at the heart of all we do.
- The right help at the right time by the right lead professional.

## **Purpose of the Role**

This is a new role developed to provide operational leadership for a team of social workers and Family Help Lead Practitioners. The postholder ensures high-quality early help, statutory support, and inclusive community provision aligned with the Family Help reforms, working collaboratively across education, health, social care, partners, and the voluntary sector.

The Team Leader ensures the team provides timely, proportionate, strengths-based, and relational practice that meets statutory requirements, safeguards children, and supports positive outcomes. The role also drives practice improvement, partnership working, and a supportive, learning-focused culture.

You will model and promote a restorative, strengths based, 'whole family' approach to safeguarding, working with parents / carers of Children receiving targeted early help, Children in Need of Support and Protection, and children subject to Public Law Outline and Care Proceedings. You will contribute to the development of an organisational change and embedding culture which is in line with the family first partnership programme and our Family Safeguarding model of practice.

## **Key Responsibilities**

### **Leadership & Management**

- Provide day-to-day leadership and operational oversight of a Family Help team and provide reflective supervision, coaching, and mentoring to practitioners
- Allocate, track, and quality-assure casework to ensure safe, effective practice.
- Lead decision-making on risk, thresholds, care planning, and case progression.
- Ensure compliance with statutory duties
- Provide line management and supervision to social workers leading on the delivery of direct family support.
- Chair meetings, including team meetings, ensuring clear agendas and actions working to achieving goals set out in your wider developed business plans.
- Manage recruitment, and new ways of working.

### **Service Delivery**

- Monitor performance against KPIs, statutory timescales, and practice standards.
- Support service transformation, redesign, and continuous improvement.
- Contribute to inspection readiness and evidence preparation (Ofsted, SEND inspections).
- Ensure effective use of resources, including the development of family network packages.
- Oversee high-quality assessments (THE, CIN, CP, CWCF) and plans.
- Ensure recording is timely, accurate, and analytical.
- Lead audits, thematic reviews, and improvement actions.

- Maintain high practice standards that align with the local Practice Framework and Family Help principle
- Support Transition work with adult services
- Build team confidence, resilience, and a positive team culture.
- Identify learning needs and coordinate professional development.
- Support recruitment, induction, and retention of staff.
- Promote restorative, relational, and child-centred practice.

### **Performance & Quality**

- Oversee high-quality assessments (THE, CIN, CP, CWCF and specialist CWD assessments) and plans.
- Ensure recording is timely, accurate, and analytical.
- Support with audits, thematic reviews, and improvement actions.
- Maintain high practice standards that align with the local Practice Framework and Family Help principle
- Support Transition work with adult services
- Build team confidence, resilience, and a positive team culture.
- Identify learning needs and coordinate professional development.
- Support recruitment, induction, and retention of staff.
- Promote restorative, relational, and child-centred practice.
- Coordinate Voice of the Child activities and implement improvements.
- Support the implementation of family group decision making

### **Partnership & Collaboration**

- Work collaboratively with education, health, police, Early Help, and voluntary sector partners.
- Lead multi-agency meetings ( CIN meetings, Core Groups, professionals' meetings).
- Support co-production with families, carers, and young people.
- Ensure integration and alignment of services across Family Help

### **Essential Skills & Experience**

- Experience in children's services and safeguarding practice.
- Strong understanding of:
  - statutory frameworks (Children Act, Working Together)
  - SEND Code of Practice
  - Family Help/early intervention principles
- Ability to provide reflective supervision and practice guidance.
- Skilled in decision-making under pressure, risk assessment, and case management.
- Experience working in multi-agency and complex systems.
- You will need to be an experienced and qualified Social Worker

## Who is the person?

You need to:

- Have a relevant Social Work qualification, post qualifying experience and be registered with a relevant professional body.
- Have the skills to be a confident and competent manager and be able to model the values and behaviours that are consistent with a restorative, relational approach.
- Take an active role in contributing to the development of an integrated model and support the Service Lead to manage any challenges that arise as part of cultural change.
- Be able to implement statutory procedures and local standards/processes to inform good practice and service delivery.
- Be confident in applying relevant theory and research to enhance practice.
- Have substantial post qualification experience of work within Children's Services
- Have experience of working with adults who are parents / carers and have individual needs that impact adversely on their parenting and capacity to change.
- Promote learning and development through providing advice, guidance and support, including facilitating restorative meetings, reflective practice sessions, supervision and training.
- Be able to take responsibility for self-directed learning and evidence effective professional growth.
- Be able to contribute to staff development through coaching and mentoring.
- Be able to manage stress and assist others in prioritising work and balancing competing demands/pressures.
- Be committed to staff wellbeing and support staff to develop coping strategies and access appropriate wellbeing services.
- Have good organisational and communication skills, including an excellent standard of written and spoken English, with strong IT and analytical practice and performance skills.
- Demonstrate a healthy professional curiosity and generosity of spirit to ensure that vulnerable children and their families receive support and intervention to be safe, valued and respected.
- Have a good working knowledge and experience of promoting anti-discriminatory practice and actively addressing equality of opportunity.

**You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.**

## General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).