



HILLINGDON

LONDON

Job Profile template

JOB TITLE:	Stronger Families Multi-Agency Lead
GRADE:	POC
POST NO:	30758
JOB TIER:	To be confirmed
DBS CHECK:	Enhanced
DIRECTORATE:	Children's Services
SERVICE:	Stronger Families and Protection Service

REPORTING STRUCTURE

Reports to:	Service Manager – Stronger Families and Protection
Direct Reports:	Triage Officers
Indirect Reports:	Family Help Key Workers, Social Workers and Multi-agency partners

ROLE PURPOSE:

Hillingdon's Stronger Families Multi-Agency Hub (SFMA) is the integrated front door for Children's Services where we aim to provide the right support at the right time to our children and their families. It is made up of multi-agency partners who work alongside each other to ensure that the right service can respond to the presenting needs without delay and without families needing to repeat their story multiple times.

As the Stronger Families Multi-Agency Lead, you will play a pivotal role in ensuring effective coordination and communication between partner agencies within the Stronger Families Multi-Agency Hub. The post holder will manage the flow of information, support and develop decision-making processes, and ensure timely responses to safeguarding concerns, promoting the safety and well-being of children and young people.

The Stronger Families Multi-Agency Lead will work with a team of Family Help practitioners, and multi-agency partners and will line manage triage officers. You will provide guidance, support, and supervision to ensure effective service delivery. You will gather and analyse relevant information to determine the level of risk and appropriate intervention.

You will collaborate with partner agencies, such as social services, police, health professionals, and education providers, to gather and share information, ensuring a coordinated approach to safeguarding and make informed decisions regarding the need for immediate protection and intervention, always ensuring the safety and well-being of children.

You will provide advice and consultation to colleagues and partner agencies on complex cases, ensuring best practice and adherence to statutory requirements. You will maintain accurate and up-to-date records of assessments, interventions, and case progress, ensuring compliance with data protection and confidentiality policies.

You will also support the development and implementation of policies, procedures, and training programmes to enhance the effectiveness of the Multi Agency Hub and Triage team and promote continuous improvement.

Job Description

1. Resident & Community Contribution

- The lead contact for all agencies represented within the hub, including social care, police, health, education, and voluntary sector partners and ensure accurate information sharing across agencies.
- Build and maintain strong working relationships with partner agencies.
- Promote a culture of collaboration and shared responsibility for safeguarding.
- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met to deliver the Council vision of 'putting our residents first'.

2. People Management

- To be responsible for the selection, development and performance of the Triage team in line with the Council's HR policies.
- Provide advice, support and guidance to Key Workers and Social Workers on duty.
- Liaise with Team Managers and Lead Child Protection Practitioner where there are safeguarding concerns and issues in practice and performance.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3. Operational Service Delivery

- Develop the practice of Triage Officers and oversee the process for contacts, referrals and information sharing ensuring timely allocation and prioritisation based on risk.
- Maintain accurate records of decisions and actions taken in line with statutory guidance including escalations where there are safeguarding concerns.
- Respond to complaints, members enquiries and promote good practice.

- Data monitoring of call volumes, referrals, response times, and outcomes to ensure compliance with service standards.
- Prepare reports and dashboards for management and partner agencies to measure outcomes.
- Oversee and ensure timely responses in progressing referrals for families requiring support and protection.
- Responsible for providing logistical support to the Multi Agency hub staff including the supervision of Triage Officers.
- Provide Group Reflective Supervision to encourage collaboration and learning opportunities across disciplines
- Responsible for the overall day to day functioning of the Hub's internal processes, workflows and rota system.
- Sound knowledge of relevant legislation, threshold decisions, policies, and procedures related to child protection and safeguarding.
- Excellent assessment and analytical skills, with the ability to make informed decisions in complex and challenging situations.
- Strong communication and interpersonal skills, with the ability to build effective relationships with colleagues, partner agencies, and families.
- Ability to work under pressure and prioritise workload, ensuring timely and effective service delivery.
- Commitment to continuous professional development and keeping up-to-date with current research and best practice in the field.

4. Service Planning & Development

- Contribute to an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Design and deliver training on thresholds, referral quality and enhanced screening.
- Ensure clear Service Level Agreements (SLAs) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.

- Maintain a current service workforce plan including a succession plan for all key roles within own team.
 - Ensure all processes adhere to safeguarding protocols and GDPR requirements.
 - Contribute to continuous improvement initiatives.

5. Additional Responsibilities

- Coordinate the rotas for Triage officers and for the multi-agency partners
- Convene daily huddle meetings with practitioners on duty
- Complete other reasonable tasks to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role
- Lead and contribute to internal and external training

6. Key Performance Indicators

- Timeliness of contact progression, with specific targets dependent on level of risk/need.
- Trackable recommendations and with identifiable outcomes for children.
- Embedding of evidenced based and defensible decision-making process
- Maintain and promote robust information exchange process between the day service and out of hours service as part of the 24-7 decision making model of practise.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Degree-level qualification or equivalent professional experience in social work, safeguarding, children's services or a related discipline	✓	
Recognised safeguarding and child protection training at an advanced level	✓	
Evidence of continuous professional development relevant to safeguarding, education and vulnerable children	✓	
Professional qualification related to safeguarding, leadership or inclusion	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Enhanced DBS	✓	
Willingness to work flexibly to meet the demands of a safeguarding service, including attendance at multi-agency meetings	✓	
Ability to exercise professional autonomy and accountability within a statutory safeguarding framework	✓	
Ability to work in accordance with Working Together to Safeguard Children	✓	
Experience of working within a statutory multi-agency safeguarding environment (e.g. MACPT, MASH, child protection teams)	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Substantial experience in safeguarding/child protection at a professional or advisory level, including making and defending critical decisions in complex cases to ensure statutory responsibilities are met	✓	

Direct experience working within a local authority or partner setting with responsibility for safeguarding practice	✓	
Leading or contributing to safeguarding audits/reviews and driving completion of actions		✓
Experience of working in a multi-agency setting contributing to safeguarding decision-making alongside social care, education, health and police	✓	
Experience of providing specialist advice, consultation and support to a wide range of partners, professionals and members of the public	✓	
Experience of analysing complex cases and presenting findings to inform planning and intervention	✓	
Experience of representing education at: Strategy discussions Section 47 enquiries Child Protection Conferences		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
In-depth knowledge of safeguarding legislation, statutory guidance and thresholds	✓	
Strong understanding of education's statutory role in child protection and safeguarding	✓	
Knowledge of key safeguarding risks, including outside of the home, neglect, domestic abuse, child criminal exploitation and parental mental health	✓	
Ability to analyse complex information and assess risk within the wider partnership context to inform decision-making	✓	
Highly developed written and verbal communication skills, including the ability to produce clear, professional reports	✓	
Ability to provide constructive challenge, professional advice and guidance within a multi-agency setting	✓	
Strong organisational skills and ability to manage competing priorities in a high-risk environment	✓	
In-depth, applied knowledge of CSC responsibilities including referral pathways, threshold decision-making, children's voice,	✓	

record-keeping, safer working practice and safeguarding governance		
Capability to audit and review safeguarding systems (policies, training, culture, recording, escalation), identify non-compliance, and negotiate/secure corrective action with senior leaders and governors	✓	
Practical understanding of multi-agency safeguarding operations (MACPT/MASH/strategy discussions/Section 47/conferences) and the interface with school safeguarding.	✓	
Knowledge of Virtual School functions and the Children with a Social Worker agenda		✓
Ability to contribute to training, guidance or policy development		✓

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.