



Learning Disability Network London

Job Description – Head of Family Service

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| Reporting to: | Assistant Director for Children, Families & Community |
| Responsible for: | Family Services |
| Salary: | £45,000 per annum |
| Hours of work: | 37.5 hours per week |

Job summary

The Head of Family Service oversees the operations of Family Services across all Learning Disability Network for London locations, delivering holistic support to families with children and young adults with special educational needs and disabilities (SEND).

You lead high-performing teams based in Westminster, Islington and Harrow, ensuring compliance with legislation, policies, and budgets to deliver grant- and commission-funded family-centred support services. You are responsible for recruiting, inducting, training, and supervising team members.

You oversee the delivery of high-quality 1:1 family support, early years help, parent groups, parent participation activities, therapies, counselling, family events, and SENDIASS. You also manage the promotion, applications and monitoring of the Alice Gestetner Grant.

As a Deputy Designated Safeguarding Lead for Children and Family Services, you support safeguarding protocols and related initiatives.

You assist LDN London's commissioned adult services in developing family-centred approaches through mediation, consultation, training, and complaint resolution, while directly supporting their families.

Committed to family-centred practices that drive positive outcomes, you promote parent and carer engagement in coproduction activities and foster effective collaboration with multi-agency networks. You establish partnerships with schools, education departments, social services, health services, local authorities, and voluntary organizations.

You represent LDN London Children, Family and Community Services in internal and external groups, committees, and events, advocating for the rights of children with SEND and their families. You report to the Board of Trustees and funders on progress, unmet needs, challenges, and priorities for families with SEND.

In collaboration with the Assistant Director for Children, Families and Community, you research and analyse gaps, unmet needs and impact, supporting charitable goals, advocacy for people with learning disabilities, and fundraising efforts. You work with the Head of Community Engagement and the fundraising team to secure funding and expand services into new areas, including Camden, Islington and Ealing.

Key responsibilities

Leading People

- Manage and delegate team workloads, including Family Support Workers, Early Years Advisors, Therapists, and SENDIAS manager, using Charity Log effectively.
- Guide team development through tailored induction, supervision, and training.
- Monitor service performance and implement improvements based on data insights.
- Case management complex family plans.
- Deliver the strategic vision for the Family Service, fostering an environment of excellence and achievement.
- Address staffing issues, including dispute resolution and investigations, while celebrating team successes.

Living our values and understanding our work

- Champion LDN London's values by fostering an inclusive and respectful team culture.
- Empower families to identify their needs and make informed choices for achieving their goals.
- Support parent self-advocacy and provide clear guidance, referrals, and signposting to local services.
- Maintain a deep understanding of LDN London's services, legislation, and sector developments, offering innovative solutions within resource constraints.

Leading safeguarding and safety

- Actively uphold safeguarding standards and serve as a Deputy Designated Safeguarding Lead (DSL).
- Build team awareness of safeguarding responsibilities, ensuring compliance with national protocols.
- Ensure prompt reporting and referrals to safeguarding agencies.
- Collaborate with facilities management to address health and safety concerns effectively.

Improving quality

- Register the service with the Quality Advice Standard.
- Lead quality improvement efforts by conducting audits and addressing feedback from complaints, surveys, and inspections.
- Represent family needs in grant and tender applications to secure funding and enhance services.
- Cultivate a high-performing team by addressing performance issues and encouraging professional growth.
- Strengthen partnerships with external organizations to expand service delivery impact.

Communicating effectively

- Facilitate regular meetings with stakeholders to share key updates and gather insights.
- Prepare precise reports on contract outcomes and grant impact, supported by qualitative and quantitative data.
- Support policy development and ensure family services are accessible and inclusive.
- Collaborate with marketing teams to amplify LDN London's voice and outreach efforts.

Developing people

- Maintain up-to-date training records and organize learning opportunities for the team.
- Share expertise across the organization and deliver training internally and externally as required.
- Design coproduced training modules to strengthen family-focused practices in adult services.
- Engage in continuous personal development through supervision and external learning opportunities.

Managing resources and risk

- Optimize resource allocation and ensure community-based, flexible working environments.
- Oversee budgets, ensuring financial controls and effective time management.
- Maintain high standards in service administration, adhering to confidentiality and data protection protocols.

Delivering results

- Secure funding to sustain and grow services while expanding into new areas.
- Develop strong operational relationships with locality teams and social work networks.
- Represent the service on committees, ensuring family voices are central to planning and development.
- Plan inclusive family events to promote engagement and reduce isolation.
- Respond to family concerns promptly, building lasting and supportive relationships.

This job description outlines the role's key responsibilities as a general guide. Duties may evolve with organizational needs, and you will be expected to work flexibly within agreed budgets, policies, and procedures.

To support work-life balance, we offer the option to work from home for up to one day per week, ensuring a flexible approach that benefits both you and the team. You are expected to take occasional evening and weekend work.

| Selection criteria | |
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| The values, skills, and knowledge need to demonstrate | |
| The Head of Family Service should | Examples that may show competence |
| Understand SEND | Excellent knowledge of SEND legislation, Education, Health, and Care Plans (EHCPs), and local/national frameworks for supporting children with disabilities. Knowledge of inclusive practices and the barriers faced by families of children with SEND in accessing services. |
| Have good judgement | Effective decision making, based on data, information, and evidence available. Learning from mistakes and experience. Effective time management. Ability to prioritise. Involving and listening to others before acting. |
| Improve quality | Proficiency in using data management systems (e.g. Charity Log) to track and analyse outcomes. |

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| | The delivery of better outcomes for the people supported. Ability to create innovative solutions to overcome challenges faced by families, ensuring effective use of resources. Assisting with the delivery of plans and projects. |
| Develop people | Proven experience in managing people and teams. Experience supervising people. The sharing of skills and knowledge across a team. |
| Communicate effectively | Experience in advocating for the rights and needs of children with SEND and their families. Strong verbal and written communication skills, with the ability to present information effectively to parents, professionals, and stakeholders. Experience completing analytic reports. |
| Manage finances effectively | Good financial awareness and basic maths skills. |
| Manage resources effectively | Evidence of being highly organised. The ability to use IT systems effectively. Knowledge of working collaboratively with statutory agencies and voluntary organisations. |
| The values, skills, and knowledge need to demonstrate | |
| The Head of Family Service should | Examples that may show competence |
| Understand and manage risk | The ability to identify diverse types of risks and conduct risk assessments. |
| Lead safeguarding | Comprehensive understanding of safeguarding protocols and child protection. Familiarity with multi-agency working, including collaboration with schools, social services, health services, and local authorities to support children with SEND. |
| Manage health and safety | A clear understanding of the requirements for a safe and healthy environment for people we support and staff. Experience supporting staff wellbeing. |
| Value equity, promote diversity, and champion inclusion | Demonstrated experience in empowering parents and carers of children with SEND to advocate for their needs and rights. Skilled in facilitating parent engagement, participation groups, and co-production activities to involve families in shaping services. A strong commitment to promoting inclusion and respect for diversity, recognizing the unique challenges faced by families with SEND. |
| Additional requirements | |
| Availability | Occasional evening and weekend work. Available to support team members with their families. |
| Education | A bachelor's degree or relevant qualification in a related field. Relevant training and certifications in special educational needs and disabilities (SEND), safeguarding, and leadership. |