

## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Children and Young People's Service
<b>Service:</b>	Children and Families
<b>Post title:</b>	Team Manager
<b>Grade:</b>	N
<b>Responsible to:</b>	Group Manager
<b>Staff managed:</b>	Manages operational frontline staff
<b>Date of issue:</b>	June 2018
<b>Job family:</b>	<b>C&amp;S - Care &amp; Support</b>

### Job context

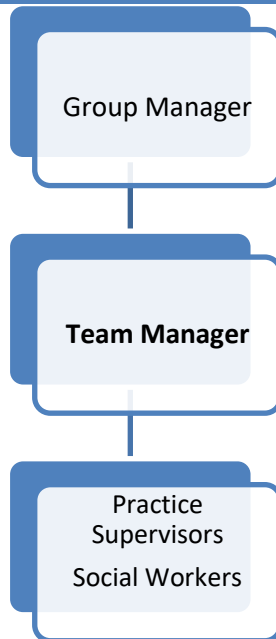
- Children's Social Care provides services which follow from specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing good quality services to support children young people and their families.
- Enhanced DBS check required.
- The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best. There are 6 key skills required for all senior managers:
  - people management
  - transformational change and innovation
  - project management
  - partnership working
  - financial management
  - personal development
- To have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.
- To ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.

### Job specifics

- The postholder will manage staff within their team and will be key to ensuring a high level of engagement with multi agency partners in the geographic area of operation. The post holder will be instrumental in ensuring good service outcomes across agencies to meet OFSTED inspection standards. The postholder will ensure the delivery of high quality and timely assessment of children's needs and appropriate decision making concerning child protection and social care. The postholder will actively manage and monitor budgets to ensure services are delivered to financial targets.

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### Structure



### Job Description

#### Operational management

- Ensure delivery of a service in a specialised field of social work in accordance with legislative requirements, all relevant policies and procedures and to agreed performance targets.
- Ensure the effective assessment and management of risk with regard to keeping children and young people safeguarded and promoting positive and sustainable outcomes.
- Provide leadership, advice and support in relation to complex cases.
- Ensure professional decisions are made according to the highest standards, using an evidence base which stands up to scrutiny. Provide appropriate challenge to the decisions of other staff within the team.
- Have a lead role in ensuring all service delivery including that of multi-agency partners meets high OFSTED standards
- Manage the allocation of workload to agreed service priorities, monitor team and individual performance and resolve workload issues as they arise
- Drive performance management and quality assurance and ensure value for money in services delivered by the team; act on inadequate performance as appropriate.

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	<ul style="list-style-type: none"> <li>• Ensure professional decisions are made according to the highest standards, using an evidence base which stands up to scrutiny. Provide appropriate challenge to the decisions of other staff within the team.</li> <li>• Have a lead role in ensuring all service delivery including that of multi-agency partners meets high OFSTED standards</li> <li>• Manage the allocation of workload to agreed service priorities, monitor team and individual performance and resolve workload issues as they arise</li> <li>• Drive performance management and quality assurance and ensure value for money in services delivered by the team; act on inadequate performance as appropriate.</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Lead and manage a team of staff including leading on team recruitment, development, absence management, grievance/discipline/capability issues. Take responsibility for team level succession planning.</li> <li>• Undertake professional supervision of staff as well as staff appraisals, ensuring that all team members are appropriately appraised and supervised.</li> <li>• Provide effective management and coordination of inter-related and co-located functions for example Integrated Services, CAMHS, Health.</li> <li>• Support the Group Manager in delivering transformational change, through effectively modelling positive behaviours and developing innovative solutions to service delivery and development.</li> <li>• Authorise and manage expenditure within a service budget; contribute to resource planning, monitor and evaluate contracts supporting packages of care.</li> <li>• Ensure that all activity is delivered within budget.</li> <li>• Ensure staff operate financial systems within the procedures and guidelines of the Authority and the service</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Implement systems to monitor caseloads and case file recording, including computerised records.</li> </ul>
<b>Strategic management</b>	<ul style="list-style-type: none"> <li>• Develop and implement policies and procedures at team level and service level when required.</li> <li>• Contribute to the development of the service's business plan and contribute to the wider annual service planning process in line with key performance objectives, priorities and quality assurance principles.</li> <li>• Take responsibility for the Team inspection preparation, planning and implementation of recommendations.</li> <li>• Contribute to strategic level initiatives with key partners (for example Health, CAMHS, Police, Education) to ensure joint planning, access to resources and the development of interagency strategies.</li> <li>• Contribute to and drive Directorate, cross-Directorate and multi-agency strategy and policy development.</li> <li>• Ensure children's and young people's voices are heard in service planning and delivery.</li> </ul>
<b>Effective communication and engagement with children, young people and their families and carers.</b>	<ul style="list-style-type: none"> <li>• Establish rapport and respectful trusting relationships with children, young people and their families.</li> <li>• Ensure policies, procedures and practice standards are readily available to practice staff and that they are child focused to ensure children's rights are upheld.</li> <li>• Ensure appropriate standards and practices are observed by the team around confidentiality.</li> <li>• Investigate and respond to complaints from service users/relatives/carers.</li> <li>• Use systems such as Children's services electronic case management systems effectively to ensure appropriate information is recorded about cases, contacts and individuals.</li> </ul>

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<b>Child and young person development</b>	<ul style="list-style-type: none"> <li>• Know that development includes emotional, physical, intellectual, social, moral, and character growth and know that they can all affect one another.</li> <li>• Understand your role in promoting the normal development of young people.</li> <li>• Ensure the service is able to respond appropriately to the demands placed upon it, in supporting young people with complex needs</li> <li>• Understand the systems for obtaining support and reporting concerns.</li> </ul>
<b>Safeguarding and promoting the welfare of the child</b>	<ul style="list-style-type: none"> <li>• Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with.</li> <li>• Understand systems that are there to protect children and your role in their effectiveness.</li> <li>• Involve children and young people as appropriate when taking action that affects them.</li> </ul>
<b>Supporting transitions</b>	<ul style="list-style-type: none"> <li>• Manage the process of transition in a timely way in order to help the child or young person reach a positive outcome.</li> <li>• Understand your own role and its limits and the importance of providing care or support.</li> <li>• Maintain professional knowledge and skills through continuous development.</li> </ul>
<b>Multi-agency working</b>	<ul style="list-style-type: none"> <li>• Influence the functioning of all key partners by ensuring good outcomes are agreed and understood and agencies are held to account for delivery.</li> <li>• Co-ordinate and drive multi-agency service development and delivery including management of multi-agency staff.</li> <li>• Lead the development and delivery of strong multi-agency working arrangements with partners e.g. District Councils to prevent and drive down homelessness amongst young people</li> <li>• Understand and promote your role in sustaining good relationships across agencies.</li> <li>• Support other agencies in understanding and complying with their duties regarding safeguarding.</li> <li>• Act as a senior focal point for contact and problem resolution with external agencies, members of the public etc.</li> </ul>
<b>Sharing information</b>	<ul style="list-style-type: none"> <li>• Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective.</li> <li>• Communicate clearly and effectively with staff.</li> <li>• Accurately collate required information about the team or workload as requested.</li> <li>• Report issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers.</li> <li>• Encourage children and young people to share information.</li> <li>• Ensure service information is available to services users, their families and the general public as appropriate.</li> <li>• Understand the importance of sharing information, how it can help and the dangers of not doing so.</li> <li>• Share information and ensure good practice is in place regarding confidentiality and data protection.</li> <li>• Attend and chair reviews, planning meetings, case conferences, strategy meetings and other appropriate forums for discussion and decision-making.</li> </ul>

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Person Specification	
Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Knowledge and experience of current research and good practice standards in relation to children &amp; families at a local and national level.</li> <li>Knowledge of the legal framework for working with children &amp; families,</li> <li>Awareness of current national developments for children and families.</li> </ul>	
<b>Experience</b> <ul style="list-style-type: none"> <li>Extensive post qualifying experience within a relevant social work field.</li> <li>Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes.</li> <li>Substantial experience as a senior practitioner in a relevant social work field.</li> <li>In depth experience of people and budget management.</li> <li>Experience of intra and inter-agency work.</li> <li>Experience of supervising a range of staff.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of service and/or policy planning and development.</li> </ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>Ability to manage, supervise and support a diverse range of staff within a staff team both with regular job role and responsibilities but also during periods of uncertainty and service change</li> <li>Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary</li> <li>Ability to demonstrate effective leadership skills and to motivate teams.</li> <li>Excellent communication skills, verbal &amp; written, including the ability to use different methods according to service users' and professionals' differing needs.</li> <li>Competent in word processing, creating &amp; manipulating spreadsheets, data inputting, accessing information from databases and electronic communication. Basic level of familiarity with ICT equipment &amp; systems including ICS or equivalent.</li> <li>Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards.</li> <li>Ability to motivate and lead staff in a changing social care environment</li> <li>Ability to plan and develop new ways of working, including integration with other key agencies.</li> <li>Managing and delivering high standards of performance</li> <li>Ability to work in partnership with a wide range of agencies to deliver sustainable outcomes for children, young people and families.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to plan for and implement change effectively to improve services</li> <li>Planning and project management skills</li> </ul>
<b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b> <ul style="list-style-type: none"> <li>Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA)</li> <li>Current registration with General Social Care Council</li> <li>Leadership &amp; Management Module completed</li> </ul>	<ul style="list-style-type: none"> <li>Advanced or Post-Qualifying professional training</li> <li>Management qualification</li> </ul>

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	<ul style="list-style-type: none"> <li>Degree in a relevant subject</li> </ul>
<b>Other Requirements</b> Satisfy conditions of service regarding:- <ul style="list-style-type: none"> <li>Statutory question's</li> <li>Acceptable attendance record</li> <li>Enhanced DSB clearance</li> <li>Driver and car user with business insurance cover</li> <li>Availability to work as necessary outside office hours</li> </ul>	
<b>Behaviours</b>	<a href="#">Link</a>

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.