

JOB DESCRIPTION

Job Title: Team Manager

Directorate & Section/Unit: Worcestershire Children's services

First Reporting to: Group Manager

Salary Grade: P04

DMA Management Level: Level 1 Manager

DMA Span of Control (Direct Reports): 5

Our People Values:

Our Vision, Mission, and Values define our reason for being. They are indicators of our direction of travel, to guide services and colleagues. This is particularly important for Worcestershire Children's services represents positive change and new opportunities for colleagues and children, young people and families:

- **Children at our Heart** - We will keep children and young people at the heart of everything we do
- **Value Family Life** - We will support and empower parents to care for their own children well
- **Good Education for All** - We will value education as the best start in life for all children and young people
- **Protection from Harm** - We will act in a professional and timely way to protect children from harm

Purpose of job:

- To have management oversight of the provision of a quality service to children, young people and families who require statutory or specialist intervention, which could include children in need, including those in need of protection, children looked after or privately fostered. This includes ensuring that Social Workers and multi-disciplinary practitioners are offering a good service to young people and their families and achieving good outcomes for children.
- To provide leadership and to manage a team of qualified social workers and multi-disciplinary practitioners. Responsible for decision making and case direction, identifying family plans, child and family assessments and effectively managing risk ensuring the right outcomes for children and young people.

Main Activities & Responsibilities:

- To provide an expert level of knowledge and skills relevant to the team's service area, advising and assisting with the development of best practice, systems and protocols which will support the delivery of a quality service and reflect change.
- To be responsible for the management of incoming work including prioritisation and allocation, through caseload management of team members, reviews and closure of cases to ensure that it meets the aims and objective of the team, service and business plans.
- To build and maintain links with community services and family hubs, encouraging good joint working and relationships and support to families in their community.
- To be responsible for managing expenditure against budgets and for other resources allocated to the team, in accordance with service needs and the department's procedures for financial management to ensure cost effective service delivery.
- To be responsible for monitoring and auditing the quality-of-service delivery in keeping with the priorities and objectives agreed in practice standards, service's plan and team's plan and ensuring appropriate action is taken where necessary.
- To manage any response to complaints at stage 1.
- Monitor data and information on team performance and take action to remedy any concerns about the quality or quantity of work undertaken.

- Meaningfully engage with quality assurance activity such as audits and service user feedback to review and shape the service.
- Promote effective relationships with service users, their families and carers so they have confidence in the services they receive.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy.
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner.
- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.

PERSON SPECIFICATION

Job Title: Team Manager

Directorate & Section/Unit: Worcestershire Children's services

Salary Grade: P04

EXPERIENCE:

It is **essential** that the post holder has:

- Expert experience of working with children and young people in a statutory social care setting, including those in need of safeguarding, and looked after and adopted children and young people.
- Demonstrable experience of decision making on safeguarding and child protection case work including decision making regarding allocation of resources and placing children.
- Significant experience in achieving results either through the leadership of staff or projects.

It is **desirable** that the post holder has:

- That the post holder has significant experience of leading staff especially through change.

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Expert knowledge and understanding of relevant legislative and regulatory framework and Government initiatives relating to children's services, including safeguarding, and the needs of looked after children and those placed for adoption.
- The tenacity to repeatedly follow through indicators of service and staff performance to secure the necessary improvement in service provision.
- Emotional resilience, that is, the ability to perform effectively during periods of change.
- Willingness to enhance personal performance by seeking out constructive feedback, gaining insight and awareness of personal strengths and challenges.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A professional qualification in social work.
- Current Social Work England registration.
- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner.

It is **desirable** that the post holder has:

- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office.