

JOB DESCRIPTION

Job Title: Team Leader

Directorate & Section/Unit: Children's Services

Reporting to: Group Manager

Responsible for: family Support workers, substance misuse workers, domestic abuse practitioners, outreach workers, youth mentors, emotional health and wellbeing workers and ISCO's, administration assistants, BSO's.

Salary Grade: PO2

DMA Management Level: 1

DMA Span of Control (Direct Reports): Up to a maximum of 10 FTE's

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To lead, develop and monitor the Family help service ensuring the vision and purpose is developed and disseminated to ensure best outcomes for families.
- Make timely decisions using the Levels of Need guidance ensuring safeguarding concerns are escalated and families receive the right service at the right time.
- Promote and model positive relationships with families and carers so they have confidence in the service they receive from children's services.
- Ensure delivery against realistic plans and objectives for the team, service and individuals. Supporting staff to achieve positive outcomes for families.
- To effectively manage the budget in line with the scheme of delegation and ensuring best value and cost avoidance.
- To ensure practice is in line with relevant law, bills and guidance such as the Children Act (1989 and 2004) including practice and performance against children's services practice standards.
- To work collaboratively with a range of partner agencies and organisations, to deliver safe and appropriate services to children and their families supporting positive outcomes and de-escalation of need, risk and vulnerability wherever possible.
- To act as line manager for the management and supervision of non-social work staff including allocation of work, case direction, support and guidance.

Main Activities & Responsibilities:

- To work as part of a management team identifying needs of families and ensuring that the right service and response is identified, allocated and responded to in line with the practice standards and levels of need guidance.

- Make line management or case management decisions on cases assigned to your team/ supervisees or teams you are providing management cover for in line with children's services practice standards.
- To ensure that the interventions provided to the family by children's services are purposeful, have impact and will help create the changes needed to address the identified needs, risk and vulnerability of the family. Ensuring that the children have safeguards in place to protect them from harm or future risk of harm.
- To provide leadership to the team ensuring key functions run smoothly, including staff recruitment, induction, professional development and performance management in line with Worcestershire County Council guidelines.
- Provide support to staff undertaking visits outside of the core working hours ensuring their safety is prioritised and safeguarding decisions are escalated appropriately.
- To work alongside Worcestershire County Council customer relations department to respond to complaints from partners and family members. To address these in line with complaint procedures and ensure any learning from this feedback is shared with staff and implemented in practice.
- To ensure the team maintain accurate and up to date case file records and reports and that you ensure supervision records meet the practice standard. Management oversight is clearly recorded on the child's case file and includes formal and informal decisions and case direction.
- To provide quality assurance through a minimum of a monthly case file audits, team dashboards are used to address team and individual performance, manage workloads and compliance with practice standards. actions are completed
- To ensure that you act as a role model in line with the behaviours expected of a WCC Leader
- Manage your time effectively, ensuring prioritisation of safeguarding concerns and risks are addressed without delay and key functions are actioned and responded to in timescales.
- To work effectively across all levels of need and collaborate with other service managers to ensure that children young people and families receive the right service at the right time.
- To ensure that you work as a management and leadership team and take responsibility for all assessments and interventions and plans are identified and progressed to a high standard and within our practice standards and statutory timescales.
- To ensure that family plans are developed with children, young people, their families and with partner agencies to ensure that they address identified needs, are effective in creating change and timely, preventing escalation of need and vulnerability with SMART objectives for the family and partners.
- To work with senior leaders on the strategic planning of service and policy development which responds to assessed need and is compliant with national, regional and local standards.
- To contribute to key service and strategic plans, which are regularly reviewed and identify key local and national delivery and service objectives.
- To work with other managers to ensure that innovative solutions are sought to support improvements and respond to changing needs and challenges.
- To ensure that the participation of young people and their families are involved is central to service delivery and that they are involved in development, implementation and evaluation of services to best meet their needs.
- To contribute to effective business planning and performance management to support the drive to continuous improvement and to collaborate with Performance and Data teams to ensure that performance management is built into the delivery of services and for the collection, collation, analysis and reporting of performance data information.

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 Equal Opportunities Policy.
- To work closely with colleagues across Children's Services and partners in family hubs, education, police, housing, youth justice, health and other agencies in Worcestershire to ensure a holistic approach to supporting families across the levels of need.
- To chair and prepare reports for meetings, such as Get Safe, legal meetings, child protection conferences, early help partnership as required.
- To ensure that Departmental policies and procedures are followed, both in own work and that of staff supervised.

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: Worcestershire County Council staff at all levels, including senior management and elected members.

External: Worcestershire Families and staff at all levels within other agencies, for example: Headteachers, health professionals, Police Officers, Housing Officers, voluntary organisations.

Additional Information:

- This post is subject to a satisfactory DBS for adults and children.
- 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 Disability Discrimination Act.

Author: Emma Brittain, Assistant Director

Date: 29th May 2025

Date of grading confirmation: 5th June 2025

PERSON SPECIFICATION

Job Title: Team Leader

Directorate & Section/Unit: Children's Services

Salary Grade: PO2

EXPERIENCE:

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

- Substantial experience of working directly with children, young people and families who are requiring intervention and support to address their complex needs.
- Considerable experience of managing, coaching and developing staff members.
- Significant experience of working effectively in a multi-agency environment, being responsive, sharing information and collaborating to achieve outcomes.
- Considerable experience in leading, managing and coordinating meetings.
- Considerable experience of budget management.
- Considerable experience of dealing with complaints positively.
- Significant experience of delivering and reviewing assessments of need for children, young people and their families.
- Considerable experience of successful service delivery with colleagues, partners and other external organisations.
- Substantial experience of working effectively with children, young people and their families, who are assessed as having very complex needs.
- Considerable experience of developing and monitoring individual and team performance against objectives.
- Demonstrable experience of maintaining accurate and up to date records.
- Demonstrable knowledge, experience and understanding of the Worcestershire levels of needs guidance, and its application to decision making and ensuring the right service at the right time for children and their families.
- Ability to manage your time and prioritise work effectively as a leader and manager, managing competing priorities and service demands.
- Provide effective support to direct reports who are delivering intervention and support to families with complex needs.

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

- Considerable experience of developing practice and services to children and young people and their families.
- Considerable experience of presenting written reports to a range of forums e.g. Child Protection Conferences, court hearings etc.

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has the following skills and abilities:

- Ability to lead and manage a team of staff who are working with complex families.
- Ability to ensure you and your team are working in line with children's services practice standards.
- Excellent interpersonal skills and the ability to establish positive relationships with staff at all levels that generate confidence respect and trust and in addition the ability to handle potential hostile, emotive atmospheres and environments and to act discreetly as appropriate.

- Expert knowledge of the Children Act (1989 and 2004) and Child Care Act 2006 and is able to work with colleagues across children's services to ensure its key principles and application is adhered to.
- To have skills and experience in delivering evidence based direct work and intervention with families to achieve positive outcomes and prevention of escalation of needs and risks.
- Specialist knowledge and experience in both child development and parent / carer skills and support needed to ensure children and young people are positively parented and have their needs met.
- Expert knowledge and experience of child and adult safeguarding procedures and responsibilities of professionals and individuals.
- Specialist knowledge and skills in identifying and working with additional needs for example, disability, illness, substance abuse, domestic abuse.
- Ability to function at a level of autonomy as a manager and leader in the service.
- Ability to establish and maintain professional, collaborative relationships with children, families, carers, staff and other agencies to achieve effective joint and collaborative working. Representing the service positively.
- Ability to assess the needs of children and families and identify appropriate services and support and ensure these are put in place in a timely way for families.
- Ability to prepare written and verbal reports according to required business need.
- Ability to motivate self and others to achieve outcomes for the service and our families.
- Ability to perform effectively during periods of change, peak demands and working to tight non-negotiable deadlines, within financial constraints.
- Ability to work with partners and wider organisations to manage team and service spend effectively and apply value for money principles within a financial budget.
- Willingness to continuously learn and enhance personal performance by seeking out constructive feedback, gaining insight and awareness of personal strengths and challenges.
- Strong positive interpersonal skills enabling a flexible and creative approaches in order to meet needs, demands, manage complaints and professional challenges and escalations.
- Ability to manage your own and the teams administrative records and documents in line with practice standards.
- Ability to manage individual and team performance and work with colleagues and or HR to address this effectively.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- A Degree in Social care or other relevant professionals' qualification or equivalent compensatory experience.
- Clear evidence of current Continuing Professional Development in the relevant field of children and families work.

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

- Signs of Safety training
- Accessed management training
- Accredited in Triple P - Positive Parenting Programme.
- Understanding of child development and attachment
- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office

ADDITIONAL INFORMATION

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

- A strong commitment to anti-discriminatory and anti-oppressive practice and a demonstrable understanding of both.
- Recent direct practice or leadership and management experience in working with children and young people with complex needs and can demonstrate how they have achieved positive outcomes and de-escalation of need and risk for that child and their family.
- Provides evidence of their skills and abilities to deliver evidence-based interventions to children and their families.
- Can evidence defensible decision making and an understanding of the levels of need guidance.
- The ability to travel throughout the Worcestershire County.
- Willingness to undertake duties outside normal office hours, as required by the service or to support staff.

Author: Emma Brittain, Assistant Director

Date: 29th May 2025