**JOB DESCRIPTION**

**CHILD & ADULT SERVICES**

**JOB TITLE:** TEAM MANAGER (CHILDREN’S HUB)

**DIVISION:** PREVENTION, SAFEGUARDING AND SPECIALIST SERVICES

**GRADE:** BAND 14

**RESPONSIBLE TO:** HEAD OF SERVICE

**POST REFERENCE:**  SR-106636

# **Purpose of Post**

1. To contribute to the provision of an effective and comprehensive multi-agency service which responds to contacts relating to children and young people and their families and determines the most appropriate outcome in terms of support or safeguarding within specified timescales.

2. All staff will be expected to consider their role in the context of the objectives that the Department is working towards and to contribute constructively to the continuous improvement, performance management and best value culture and also the interagency context of the Department's work.

**Key Relationships**

1. All staff will be expected to promote team working within their particular staff group/service area but also across the Department as a whole, with corporate colleagues, with staff from other agencies and representative groups and working with elected Members as appropriate.

2. Within the Department/Hartlepool Unitary Council:

* Head of Service
* Children’s Hub partners
* Team Managers/Early help Team Managers
* Social Workers/Early help Workers
* Administrative staff

External:

* All agencies and professionals in this field of work
* Children and young people and their families

**Main Duties and Responsibilities**

1. To ensure the provision of an effective multi-agency professional triage and assessment hub through information sharing, risk assessment and decision making.
2. To ensure that all contacts and referrals are processed consistently and robustly to a high quality and where required passed onto the appropriate Social Work Team, Early Help Team or other agencies within specific timescales and in line with statutory requirements..
3. To analyse referral information in order to determine the priority of response in line with the department’s procedures and guideline. To ensure that the Dashboard information is uploaded as per procedures or any alternative process for multi-agency working is promptly adhered to.
4. To allocate work to social workers and multi agency partners within the Children’s hub for their consideration and determination for action.
5. To chair multi-agency strategy meetings in accordance with procedures and to employ a Signs of Safety approach.
6. To carry out social work duties and tasks in accordance with the policy and procedures of the department and standards set down in law guidance and regulations.
7. To ensure a person centred approach to members of the public and other agencies who contact the department in person or by any other means of communication. Working effectively with children & young people and their families and ensure that their views are taken into account.
8. To use knowledge and experience regarding the needs of all service user groups to promote the development of the Assistant Team manager, social workers and Children’s Hub officers within the team as well as students and other colleagues.
9. To provide formal supervision to and where appropriate conduct the appraisals of Children’s Hub team members in compliance with agency guidelines and Children’s Hub procedures.
10. To ensure that all necessary information regarding individual children and their families is input accurately and within timescales into the appropriate computer systems in accordance with specified standards.
11. To ensure that performance management activities are effectively undertaken to review and feedback regarding the progress of the Children’s Hubs and the positive outcomes achieved.
12. To feedback to the Head of Service any problems in relation to the effective provision of services and/or policies.
13. To enhance the Department’s image within the Authority by promoting awareness of Services and achievements and encourage greater participation.

**Developments**

The work of the Local Government departments changes and develops continuously which in turn requires staff to adapt and adjust. The functions/responsibilities above should not therefore be regarded as immutable but may change commensurate with the grading of the post. Any such changes will naturally be the subject of discussions and consultation.

Date: 22 January 2016

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**