1. **POST TITLE:** Social Work Team Manager
2. **GRADE:** Grade 14

Job Evaluation Ref No: A5842

1. **LOCATION:** An approved team location

**4. RELEVANT TO THIS POST:**

Flexible working:Subject to service needs the Council’s flexible working policy is applicable to this post

Protection of vulnerable groups:This post is subject to enhanceddisclosure with barred list checks

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to an Operations Manager within Children and Young People’s Services.

1. **DESCRIPTION OF ROLE:**

Social workers in Children’s Services work with our most vulnerable children, young people and families. Their expertise supports families, helps keep children safe and enables them both to thrive.

The role of the team manager is to line manage a team, supervising the practice and decision-making of social workers, and to supporting social workers to develop their skills.

The team manager creates an environment which enables excellent practice by setting high standards and motivating others to do the same.

The team manager motivates and supports social workers to be ambitious on behalf of children and families. S/he facilitates constant reflective thinking about the welfare of families and the safety of children.

The team manager leads by example, showing integrity, creativity, resilience and clarity of purpose. S/he develops and maintains positive relationships, and is visible and accessible to their team, to children, young people and families, and to other professionals.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the expectations of a social work team manager in Children and Young People’s Services. These link to the Knowledge and Skills Statement for Practice Supervisors.

* 1. Design and implement measures to assure quality of practice and effective throughput of work, ensuring timescales set by legislation, Children and Young People’s Services/Local Safeguarding Children Board procedures, and Courts are met.
  2. Frequently review the requirement for continued involvement so that cases are closed in a timely manner and that families have an appropriate and long-term support plan where that is required, and ensure that no child or family is left unnoticed in the system.
  3. Ensure practitioners adopt an approach to practice which is proportionate to identified risk and need. Use supervision processes to challenge the balance of authoritative intervention and collaborative engagement and ensure practice achieves the best long-term outcomes for children and families.
  4. Help practitioners to make decisions based on observations and analysis, taking account of the wishes and feelings of children and families.
  5. Ensure that the best evidence is used to devise effective interventions, which are most likely to support family welfare and reduce risk to children. Ensure that progress is regularly reviewed the plan for the child or young person is adjusted accordingly.
  6. Apply a proportionate and ethical approach to the exercise of authority, which develops and maintains relationships with families and professionals and ensures the protection of children. Maximise opportunities for children and families to make informed choices.
  7. Ensure recording provides the full analysis underpinning decisions, making sure the rationale for why and how decisions have been made is comprehensive and well expressed.
  8. Provide responsive, high quality individual supervision. Use mechanisms such as group discussion to help identify bias, shift thinking and the approach to case work in order to generate better outcomes for children and families. Promote reflective thinking to drive more effective discussions so that reasoned and timely decision-making can take place.
  9. Develop and maintain a culture of learning and improvement, where team members are supported to meet their aspirations. Recognise the strengths and development needs of practitioners. Use practice observation, appraisal, reflection and feedback mechanisms, including the views of children and families, to develop practice.
  10. Provide opportunities for staff to give and receive constructive feedback on performance. Recognise and commend hard work and excellent practice and build social workers’ confidence in their practice.
  11. Demonstrate a high level of resilience within pressured environments, be attuned to the effect of high emotion and stress and respond in calm, measured and pragmatic ways. Manage sickness absence effectively.
  12. Provide a safe, calm and well-ordered environment for all team members.
  13. Establish available capacity so that work is allocated appropriately across the staff group and ensure best use is made of resource, ability, interests and ambitions.
  14. Utilise data to understand current demand, historical patterns and likely future trends. Scrutinise performance and devise and implement effective and timely improvement plans.
  15. Build and develop influential and respectful partnerships with partner agencies.
  16. Respond thoughtfully and proactively to complaints and mistakes, creating learning opportunities for self, team and the organisation.
  17. Be accountable for and review own practice using supervision, reflective practice and other opportunities for continuous professional development.
  18. Manage a delegated budget, monitor and control the team’s expenditure.
  19. Maintain registration with the Health and Care Professions Council (HCPC) and adhere to the HCPC standards of conduct, performance and ethics, and standards for continuing professional development.

Note: The postholder will be required to work flexibly to meet the needs of children, young people and their families which may include the need for some weekend working.

The above outlines the duties required at the time of writing but this is not comprehensive or exclusive list and duties may be varied from time to time. This does not change the general character of the post or the level of responsibility entailed.

**8. COMMON DUTIES AND RESPONSIBILITIES:**

8.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

8.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

8.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

8.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

8.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

8.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

8.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

8.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

8.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

8.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Social Work Team Manager**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Degree in social work **or** equivalent social work qualification, e.g. Post Graduate Diploma in Social Work (PDDipSW) Certificate of Qualification in Social Work (CQSW), Diploma in Social Work (DipSW), Certificate in Social Services (CSS)   **AND**   * Current HCPC Registration | * Relevant and accredited management qualification * Post qualification modules in social work e.g. Practice Educator Award, Consolidation Module | Application form  Pre-employment checks |
| **Experience** | A minimum of 3 yrs post qualifying experience of direct work with children and their families, including children in need of support and child protection  A track record in developing innovative practices to improve outcomes for Children and Families  Experience of case management and allocation systems and managing capacity  Significant experience of identifying and responding to need and risk management  Experience of inter-agency and partnership working  Significant experience of the social work role across the children’s social care remit including assessment and planning  Experience of managing integrated multi-disciplinary responses to child and family need  Experience of managing through a change process  Experience of service development and innovative practice  Robust and timely management of complaints  Experience of involving children and ensuring their views are heard  Ability to quality assure work to a high standard and give constructive feedback   * Build and maintain positive relationships with children, young people and families * Build and maintain positive relationships with other professionals. | Experience of developing performance management and quality assurance systems  Managing budgets to achieve best value  Experience of high quality staff management including supervision, appraisal and workforce development   * T skills * Project Development * Understanding of the process of managing change | Application form  Selection Process  References |
| **Knowledge** | High level knowledge of legislation and standards relevant to the role  Knowledge of government initiatives relevant to working with children and families in a safeguarding role.  Commitment to continuous professional development  Willingness to achieve a level 5 diploma in Management (or equivalent) within three years of appointment  Knowledge of research relevant to the post    Knowledge and understanding of child and adolescent development  Knowledge of Children’s Rights legislation including the UN Convention on the Rights of the Chlld |  | Application form  Selection Process |

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| **Skills** | Excellent communication skills with children, families and professionals  Ability to promote the participation of children, young people and their carers/ families  Ability to lead social care professionals to deliver high quality services  A high level of consultative, interpersonal and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate way  Ability to establish and maintain effective working relationships with colleagues and with external partners  Capacity to innovate and develop services  Developed inter-personal skills  Effective communication skills, both written and oral  Ability to assimilate and analyse information and make informed decision which manage risk  Excellent organisational and administrative skills | IT Skills in working with Excel spreadsheets, Windows Word, Microsoft Outlook | Application form  Selection Process  References |
| **Personal Qualities** | Commitment to delivering a service with integrity  Resilience  Able to provide staff with a clarity of purpose  Commitment to high quality service delivery and improving outcomes for children and families  Flexible to meet the needs of the service  Positive and Innovative approach to work  Representative of the service at all levels  Non-confrontational approach to problem solving  Open, honest and assertive manner  Supportive and challenging  Reliable  Strong sense of self/emotionally resilient  Commitment to creating an environment that promotes equality and diversity  Motivational   * Capable of independent travel to meet the requirements of the post; |  | Application form  Selection Process  Reference |