**Job Description** 

**Job Title:** Team Manager: Integrated Contact and Referral Team

**Salary Grade:** Grade 10

**SCP:** 48 - 52

**Job Family:** People Care

**Job Profile:** PC 6 plus WC conditions factors and market supplement

**Directorate:** Children’s Services

**Job Ref No:**

**Work Environment:** Integrated Contact and Referral Team

**Reports to:** Service Manager

**Number of Reports:** Assistant Team Managers, Social Workers, ASYE Social Workers and Child and Family Workers

Your normal place of work will be within Sandhill Library, but you may be required to work at any Company recognised workplace.

This position requires an Enhanced Disclosure and Barring Service (DBS) Check.

**Purpose:**

To represent, organise and control the safeguarding of children within an Integrated Contact and Referral Team to deliver services efficiently, to standard and within budget.

To work in accordance with established policies and procedures of Together for Children and Sunderland Safeguarding Board.

**Key Responsibilities:**

Manage an Integrated Contact and Referral Team covering the Sunderland area.

Contribute to the development and delivery of the Team Plan, including performance management and improvement.

Manage and supervise Social Workers, Child and Family Workers, and trainee and student Social Workers as appropriate.

Responsible for reading and rating contacts from partner agencies and determining the response to these.

Ensure that contacts and referrals are triaged in a timely manner in accordance with appropriate thresholds, in conjunction with partner representatives.

Oversee and determine the allocation of work to Social Workers.

Provide a quality assurance and decision making role related to screening of contacts across the team in accordance with thresholds.

Ensure that practice is critically evaluated and reviewed and manage learning and development requirements within the Team.

Ensure timely responses, appropriate to the level of need/risk identified.

Chair Strategy Meetings and agree immediate responses and Safety Plans for Children and their families.

Ensure compliance with national minimum standards and the achievement of national and local performance indicators.

Be part of the development of the new planned Multi Agency Screening Team (MAST)

Plan and control delegated budget for the specific Integrated Contact and Referral Team.

Manage and authorise deployment of employees within the Integrated Contact and Referral Team.

Contribute to strategic and operational developments related to the establishment and promotion of excellent practice across Sunderland.

To monitor and review third party services received against that stated within service level agreements.

Liaise with external agencies and partners in relation to the service delivery within the children’s safeguarding arena and share information.

Where appropriate assess and escalate requirements for premises alterations and maintenance.

To raise and address (where appropriate) issues of poor practice and performance, internally within the organisation, and then independently if required.

Ensure effective and timely communication within and across the children’s safeguarding service area so that key messages are conveyed to employees, partners, suppliers and other stakeholders in a consistent way.

To promote mechanisms to seek out, listen to and respond to the views and ideas of managers, employees, partners and other stakeholders (particularly children and young people and their families) in order to ensure services are relevant, responsive and focused on meeting identified needs.

To engage in and promote effective networking at local, regional and national levels to ensure that services are responsive to national developments and leading practice.

To keep abreast of changing contexts at local and national level, and take account of these in social work practice.

To take an active role in inter-professional and inter-agency working building own professional network and collaborative working across other organisations.

To champion diversity and equality in all aspects of service delivery, demonstrate confident application of ethical reasoning to professional practices.

To work within the Company’s professional policy and procedures and code of conduct.

**Statutory Requirements**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information, and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000.

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.

Use information only for authorised purposes.

The post holder must carry out his or her duties with full regard to Together for Children Equal Opportunities Policy, Code of Conduct and all other policies.

The post holder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation.

**Author**: Paul Lundie

**Date**: September 2018



**Person Specification**

**Job Title: Team Manager: Integrated Contact and Referral Team**

**Service: Integrated Contact and Referral Team**

**Role Profile reference: PC7**

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| **Essential Requirements**  |
| **Qualifications:*** Educated to degree level with appropriate professional qualification:

 Social Work (CSS/CQSW or DipSw, MA SW, BA Hons SW)* Current HCPC Registration;
* Evidence of continuous professional development;
* Current driving licence and access to a car, or means to mobility support.
 | Application form Interview |
| **Experience of :*** Applying in practice the principles of child care legislation relating to child protection and the provision of services to children in need;
* Applying critical reflection and analysis to increasingly complex cases;
* Undertaking child protection investigations and assessments of the needs; assessment and appropriate management of risk;
* Ensuring the delivery of agreed programme;
* Managing an allocated caseload; planning and organising workload to meet statutory timescales and local policy, respond appropriately and independently (as appropriate) to unanticipated problems;
* Direct professional social work to child and their families;
* Provide professional social work support develop effective relationships and manage conflict
* Influence develop and change the motivation and behaviour of people to achieve objectives.
 | Application form Interview |
| **Knowledge and understanding of:*** Strong analytical and planning skills for assessing, and reviewing children and young people’s needs and planning packages of social are across a range of cases; able to explain professional reasoning judgements, and decision making;
* Applying a range of interventions with children, young people and their families;
* Demonstrable knowledge and understanding of Children Act 1989 and 2004; including awareness of current national policy drivers effecting children’s social care, and new evidence based research;
* Theory and practice of care assessment, planning, relevant legislation and its application.
 | Interview |
| **Ability to:*** Demonstrate commitment to the protection and safeguarding of children and young people at risk of abuse;
* Share information, obtain information and have dialogue with others, either in writing, in person or over the telephone.
* Effectively engage with a range of individuals including children, parents and carers, other professionals and colleagues.
* Amalgamate and use information to generate

high performance at case and team level.* Apply knowledge of legislation, research and policy to the practice of social work with children and families.
* Identify indicators of risk and resilience and carry out effective risk assessment.

 Present and disseminate information to support learning and development for social care staff and staff from partner agencies. Effectively chair and manage meetings.* Effectively use a PC to write reports/assessments, record information or input data.
* Establish direction and influence others towards shared goals and empower, inspire and motivate individuals. Model the social work role, promote social work and decision making within and outside the organisation.

 Be self-motivated, resilient and committed to excellent social work practice. Take ownership and responsibility arising from ownand others’ case work appropriate to the level of the post.* Lead by example and promote excellence.
* The ability to work outside of normal working hours to meet the needs of the service;
* Manage budgets;
* Take a long-term view, sets goals, and evaluate the impact of ideas and policy decisions; including creative thinking skills with the ability to improve services develop new ways of working, and find appropriate solutions to complex issues;
* Establish direction, influence others towards shared goals and empower, inspire and motivate individuals.
 | Application form/Interview  |
| Commitment to Equal opportunities  | Interview |

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