



Service Manager

(Safeguarding & Care Planning)

Grade N + 15% recruitment & retention allowance

Group: Care, Wellbeing & Learning

Service: Social Work - Children and Families

Location: Civic Centre

Line Manager: Team Manager

Job Purpose

- To provide strategic leadership, senior management oversight and professional oversight on all issues relating to the Safeguarding & Care Planning Service.
- To lead on strategic planning and performance management to ensure the continuous development and improvement of the service.
- To provide effective and efficient leadership, direction, control, motivation and overall management of the Safeguarding & Care Planning Service focusing on achieving better outcomes for children, young people and their families to enable them to fulfil their potential.
- To ensure the highest possible professional standards of social work within Safeguarding & Care Planning Service by ensuring legislative and statutory requirements are met.
- To contribute effectively to the wider corporate management of the children's social work service.

The key roles of this post will include:

1. To strategically develop the Safeguarding & Care Planning Service to ensure the effective management of social work assessments and child protection investigations in order to achieve timely and appropriate plans for all children.
2. To quality assure the consistent application of thresholds, social work assessments and associated planning and child protection investigations ensuring appropriate safeguards are instigated through robust management oversight.
3. To implement legislative, statutory and regulatory requirements across the service and conduct quality assurance audits as required to ensure a safe and effective service.
4. To lead the preparation for regulatory inspection of the Safeguarding & Care Planning Service.
5. To develop annual service and improvement plans that are based on achieving excellent outcomes for children and young people with reference to identified performance indicators.
6. To take the lead in the service for strategy, planning and performance, working in partnership with other statutory, voluntary and independent organisations in the borough to safeguard and enhance the wellbeing of children and young people.
7. To work as a member of the Children's Social Work Management Team in developing strategies, policies and plans to achieve better outcomes for children and young people.
8. To manage employees within council's policies and procedures including effective supervision and appraisal and the identification of development programmes for frontline managers, workload management and strong collaborative working practices.



9. To maintain and develop strong collaborative working practices amongst staff members and multi-agency partners.
10. To promote the Council's commitment to the engagement of children, young people and their families in service planning and delivery to ensure a responsive and effective service.
11. To be the budget holder for the Safeguarding & Care Planning Service managing the dedicated budget ensuring that all associated budgets are managed efficiently and effectively to provide best value for money and the optimum possible level of service operating within the terms of the Council's Constitution, Financial Regulations and Standing Orders and ensure effective spend against priorities and targets.
12. To carry out capability and disciplinary investigations where appropriate and to respond effectively to service users complaints and where appropriate act as adjudicating officer to ensure continuous improvement in the services.
13. To promote equality of opportunity, learning and organisational development to create and maintain the skills and competences required to deliver an effective collaborative service.
14. To identify and communicate to the Service Director any risks to the effective work, reputation or interests of the Council and undertake effective risk management on behalf of the Council.
15. To ensure that health and safety policies and procedures are understood, implemented and monitored to ensure that health and safety standards are met.
17. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge, Experience & Qualifications

Essential:

Skills/Knowledge:

- Leadership in a complex organisational environment
- Health and social care systems
- Children's legislation, practice and procedures
- Safeguarding and regulatory frameworks
- Commitment to equal opportunities and anti-oppressive practice
- Financial competence
- Performance review and planning
- IT systems including Microsoft Office

Qualifications:

- Professional qualification in social care to degree level or equivalent.
- HCPC registered
- A management qualification and/or significant management training

Experience of:

- Managing, motivating and leading front-line managers and teams in Children's Services
- Working within deadlines and targets
- Communicating effectively both verbal and written
- Partnership working with other statutory and voluntary agencies
- Effective performance management

Desirable:

Skills/Knowledge:

- Health and safety legislation
- Employee relations

Experience of:

- Strategic and project planning
- Change management
- Management and monitoring of budgets



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working