

JOB DESCRIPTION (Team Leader - Northumberland Contact Service. Draft 1)

Post Title: Team Leader - Northumberland Contact Service		Director/Service: Wellbeing and Community Health		Office Use
Band: 6		Sector. Northumberland Contact Service		JE ref: 3431
Responsible to: Senior Practitioner		Date:	Lead & Man Induction:	HRMS ref:
Job Purpose: To lead and supervise a Team of Contact Officers to provide and support the delivery of an outstanding Contact service to children, young people and families in Northumberland who require Social care intervention.				
Resources	Staff	Supervision of Contact Officers		
	Finance	Identifies, allocates and monitors petty cash		
	Physical	Handling and processing sensitive and confidential information To be able to lift childcare seats and fit into a vehicle and also carry young children if required.		
	Clients	Families and associated agencies.		
Duties and key areas: Individually or as part of a team;				
Assist the Senior Practitioner to develop and bring into effect Contact Service delivery plans that reflect corporate objectives, policies and procedures				
Assist in workforce planning including: the recruitment, selection, induction, development and retention of staff with the skills needed to deliver the agreed service plan.				
Develop and promote high standards of professional practice through personal performance, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards.				
Coordinate, implement and monitor services in a timely manner from the point of referral and allocation.				
Manage and plan your own work in an effective way as to allow the required monitoring and review of services delivered				
Liaise with a variety of professionals across the county/nationally to develop an effective working relationship as part of a multi-agency organisation				
Liaise with children/young people, parents and carers ensuring the voice of the child is heard, recognised and listened to				
Conduct individual supervision sessions with nominated staff observing professional best practice.				
Assist the completion staff appraisals, allocate individual work objectives to reflect the service plan, identify training and development needs.				

Monitor absence management and the health and well being of Contact officer

Attend a range of meetings, eg: care team, core group, child protection conferences and reviews, looked after reviews and additional meetings as required.

Complete case recording on ICS and provide reports in accordance with statutory and agency requirements including multi-disciplinary and safeguarding functions. To use information technology as appropriate.

Completion and monitoring of risk assessments and risk management strategies as required. Direction and guidance to Contact officer regarding risk and risk management, including those identified as high risk.

Represent the service in an official capacity at meetings both within and outside the authority.

Attend court when required to give evidence and to undertake relevant reports for court.

Support/advice/guidance to Contact officer in preparation for court attendance when required

Assist in workforce planning including: the recruitment, selection, development and retention of staff with the skills needed to deliver the agreed service plan.

Lead, develop, deliver and facilitate training/mentoring to all Contact officer. Including: induction/preparation training, child protection and safeguarding, supervised contact, risk assessment and other related/necessary training as required

Take responsibility for your own training and development with agreement from the Senior Practitioner. Attend, chair and contribute Team meetings, training courses and participate in Appraisals and supervision, to improve own performance, as required

Contribute to your own learning and development in discussion with your line manager by identifying appropriate development opportunities and attending training.

Facilitate supervised contact sessions if required, including transport as required and completion of reports.

Participation in the office duty system on a rota basis, including late night working within the flexible working arrangements which may include some unsociable working to meet the service needs.

Identify safeguarding concerns and escalate as required to ensure children are safe.

Deal with contingencies and emergencies in accordance with established guidelines in the absence of the Senior Practitioner.

Be aware of and comply with relevant legislation, County Council policies, procedures and codes of conduct

Any other duties as requested by the Senior Practitioner.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Physically able to undertake the requirements of the post. To be able to lift childcare seats and fit into a vehicle and also carry young children if required. Required to undertake lone working outside of normal office hours.
Transport requirements:	Required to undertake journeys, including escorting or transporting any children and families both locally and nationally. You will need to meet the transport requirements of the post.
Working patterns:	You may be required to work outside normal office hours, including early mornings and late evenings within the flexible working arrangements which may include some unsociable working
Working conditions:	You may come into contact with variable home conditions which may need addressing whilst working in families homes. You may need to deal with challenging behaviour from clients

PERSON SPECIFICATION

POST: Team Leader	SERVICE: Northumberland Contact Service	Ref: 3431
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>NVQ/Diploma Level 3 or equivalent in child care or related discipline</p> <p>Understands current legal framework, policies and practice relating to service users</p> <p>Technical and/or specialist knowledge relevant to the client group.</p> <p>Knowledge of impact of multiple disadvantage</p> <p>Knowledge of partner agencies and their role in supporting families</p> <p>Knowledge of IT systems</p> <p>Knowledge of child development and child protection issues</p> <p>Knowledge of parenting work</p> <p>Understanding of the Child Protection and Safeguarding procedures.</p> <p>Understanding of parenting factors/abilities to undertake parenting assessments.</p> <p>An understanding of child/adolescent development.</p> <p>An understanding of children with additional needs and requirements.</p> <p>An understanding of the Children's Act 1989/2004</p>	<p>Professional qualification in health, social work, or other related field</p> <p>Management qualification</p> <p>Knowledge of mental health, substance misuse, domestic violence and poverty and how these impact on families</p>	
Experience		
<p>Two years' experience of direct work with children, young people and families</p> <p>Experience of motivating and directing individuals and teams</p> <p>Experience of working in a supervisory role and formally supervising staff</p> <p>Experience of managing unsatisfactory performance</p> <p>Experience of case management and planning, especially in the areas of risk management and safeguarding</p> <p>Experience of working as part of a team</p> <p>Experience of working with children living in complex families</p> <p>Experience of delivering training programmes</p> <p>Report writing and case recording.</p> <p>Supervising contacts for clients in relation to Child Protection procedures, CIN, LAC</p> <p>Experience of working with people who present highly challenging behaviours.</p> <p>Working with families under active stress.</p> <p>Working with parents on the development of parenting skills.</p>		

Skills and competencies		
<p>Ability to work under pressure, meet deadlines and have strategies to cope with stress</p> <p>Manages confidently and effectively in stressful situations.</p> <p>Adept at planning and prioritising resources, including own time</p> <p>Ability to manage and plan own and others schedule/diary/tasks within allocated workload and prioritise time and workload effectively.</p> <p>High level of both written and verbal communication skills including producing reports for formal statutory meetings and court.</p> <p>Ability to complete Risk Assessments/Risk Management Strategies</p> <p>Ability to form positive relationships with service users and colleagues.</p> <p>Ability to manage unsatisfactory performance. including absence management and capability issues.</p> <p>Ability to communicate effectively both verbally and in writing with children/young people and families and other professionals.</p> <p>Ability to work as part of a multi-agency team.</p> <p>Ability to work independently with vulnerable clients.</p> <p>Ability to operate systems and procedures effectively.</p> <p>Ability to use case recording systems and record case notes</p> <p>Able to use word processing, e-mail and internet software on electronic devices</p> <p>Have an ability to assess parenting skills.</p> <p>Undertake lone working with families within family homes.</p> <p>Able to work unsupervised and as part of a team.</p> <p>Able to understand and follow written or spoken instructions.</p> <p>Listens, consults others and communicates clearly.</p> <p>Reliable and keeps good time.</p> <p>Understands the need to respect confidentiality, privacy, dignity, independence,</p> <p>Follows and works to policies, procedures and guidance.</p> <p>Ability to comply with required levels of data protection, confidentiality and advising others in relation to this.</p>		
Physical, mental and emotional demands		
<p>To be able to work flexibly to meet the needs of the Contact Service including early mornings, evenings and weekends as part of a rota system within NCC's flexible working policy which may include some unsociable working.</p> <p>To be able to accommodate changes in work pattern at short notice</p> <p>Emotionally resilient</p>		

<p>To maintain a positive and professional attitude and relationship in working with children, young people and families who may provide challenges and regular emotional demands</p> <p>Positive attitude</p> <p>Commitment to the development and encouragement of others.</p> <p>Willingness to attempt new challenges and approaches.</p> <p>Positive attitudes to combating discrimination.</p> <p>Flexibility in carrying out duties.</p> <p>Physically capable of discharging the full duties of the post including the ability to work under pressure in a stressful demanding environment.</p> <p>Carrying young babies and children when transporting them and have ability to fit and carry car seats.</p> <p>To work with potentially challenging clients on a 1-1 basis and develop positive and professional relationships.</p> <p>To be able to work long hours if required and have a flexible approach to work.</p> <p>Good observation skills for long periods when carrying out supervised contact.</p> <p>Maintain an awareness of surroundings and service users.</p> <p>Maintain Health & Safety and Welfare of self and others.</p>		
Motivation		
<p>Appropriately follows instructions to achieve set objectives.</p> <p>Committed to the ethics of GSCC code of conduct.</p> <p>Adapts to change by adopting a flexible and cooperative attitude.</p> <p>Meeting the service and cultural changes within the services.</p> <p>Demonstrates integrity and upholds values and principles.</p> <p>Promotes equal opportunities and anti-oppressive practice in all aspects of work.</p>		
Other		
Able to meet the transport requirements of the post and hold a full driving licence		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits