



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Operations Manager - Supporting and Strengthening Families

GRADE: SM2

RESPONSIBLE TO: Service Manager - Children and Families Social Care

RESPONSIBLE FOR:

The operational service delivery of Supporting and Strengthening Families social work led teams that provide children, young people and their families with support and intervention prior to a permanence decision being reached. The Postholder will have line management responsibilities for the Practice Managers in Supporting and Strengthening Families.

The post holder will have responsibility for ensuring the effective safe case management of risk across the continuum of need and will be required to ensure social work led interventions are delivered in accordance with statute, national and local policies and procedures.

The post holder will be required to work collaboratively Practice Managers and professionals across the CAF group and partnerships to ensure that safeguarding, and early intervention and prevention are shared responsibilities and that service delivery is in accordance with agreed thresholds.

The post holder will play a key role in providing leadership within a culture focused on outcomes, learning and continuous improvement. They will have a key role in ensuring that service delivery is of the highest standard as validated through agreed quality assurance processes and inspection frameworks.

Overall Objectives of the Post:

1. To provide operational leadership to teams and services to ensure that safeguarding activity is of the highest possible standard and avoids drift and delay in planning for children, young people and their families.
2. To work collaboratively at an operational level to ensure that service delivery and working practices deliver effective integrated working.
3. To undertake effective risk management on behalf of the Council both in relation to individual cases and from a service perspective to ensure service delivery is compliant with National standards and Policies and procedures and in meeting the national minimum standards as required by the Care Standards Act 2000.
4. To review and develop service improvement plans taking into account, changes and development, current & future strategic priorities such as the Family Justice Review, effective early help and intervention led approaches within the context of a single assessment framework in a Strength based way.
5. To ensure that service delivery is of the highest standard and achieves timely, appropriate responses and interventions to children and families, in order to maintain children within their own families and communities wherever possible.
6. To ensure that services are accessible, accountable, fair and “customer” focused and take into account needs arising from culture, gender, disability, sexual orientation and faith.
7. To assume lead roles as directed by the Service Manager to ensure that inter agency and partnership priorities and arrangements are effective.

8. To be accountable for the effective and cost efficient use of resources on the basis of evidence based analysis within the Councils financial management, procurement and commissioning arrangements.

Key Tasks of the Post:

1. To lead, manage and support managers, staff and professionals responsible for Supporting and Strengthening Families service in the delivery of consistent, high quality, timely, safe and effective interventions.
2. To ensure that all the planning, review and operational delivery of Supporting and Strengthening Families service fully comply with the requirements of national, local and regulatory statutes, policies, procedures, protocols, quality standards and priorities.
3. To ensure that formal safeguarding arrangements are operating within agreed thresholds and Inter Agency arrangements for Working Together.
4. To exercise decision making within the agreed schemes of delegation and authorisation.
5. To supervise, support and appraise Practice Managers so as to assure effective performance and their continued professional development within a culture of continuous learning and development.
6. To ensure the effective management of budgets and use of resources, in accordance with the Council's policies and procedures.
7. To work collaboratively with senior managers and colleagues across the service, the Council and its partners.
8. To participate in and undertake regular supervision with the Service Manager, including an annual appraisal and the undertaking of such CPD activities as may be required.
9. To undertake such research, consultation and enquiry as is necessary to ensure that Elected Members, their committees, and other leaders of the Council are provided with information, briefing and reports that are timely and accurate.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to obtain an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to help, where appropriate and necessary, with the training and development of fellow colleagues.

All employees have a responsibility of care for their own and others health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: LC/SG/CL

Date: 29.10.20