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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Service Manager - Children’s Services | **Service** | Children & Young People’s Services |
| **Grade** | Grade 16 | **Service Area** | Childrens Social Care  |
| **Reporting to** | Strategic Manager, Safeguarding Service  |
| **Disclosure & Barring Service** | This post is subject to Enhanced Disclosure. |
| **Purpose of the job:**The post holder will have responsibility for the delivery of high quality social work services in a designated locality within County Durham. They will work with a group of Families First teams who deliver services for children in need; children subject to a child protection plan; children in the family justice arena and children looked after within a specified locality in the north, south or east of the county. Together with the strategic manager they will provide direction, support and challenge to front line managers and practitioners to ensure that we achieve good and timely outcomes for children and families. The post holder will be responsible for supporting good and safe decision making; a relentless focus on service improvement including performance and quality assurance; and supporting and improving our learning and reflective organisational culture. They will work to develop close local partnership relationships with key agencies to deliver good outcomes for children and families.The post holder will support the well developed programme of improvement that is ongoing within the service; take responsibility for delivery of key objectives and initiatives; and work directly with children, young people and their families to drive development and innovation, which in turn will contribute to the wider service area and the council’s corporate priorities. The post holder will have key lead responsibility for the development and implementation of cross service improvement priorities including for example, SEND, family justice, partnership working. The post holder will support the implementation and embedding of Signs of Safety practice framework within their locality. The post holder will support the service management team in embedding the vision, values and behaviours of the service and wider council.  |
| **Key Result Area – Corporate*** To contribute to organisational change and to the transformational agenda, supporting the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To support the development of the culture of the council and promote the implementation of a ‘One Council’ approach, working collaboratively across the service, the wider council and with appropriate partners as directed.

**Key Result Area – Leadership*** To provide clear and visible leadership for the service in a positive working environment;
* Contribute to the overall plan for the service, advising on specialist areas of responsibility;
* Manage service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Support the development and application of demand-side customer driven service design (‘outside-in’)
* Contribute to effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this in to overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
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| * Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.

**Key Result Area – Generic Management*** Manage employees and team/individual performance in accordance with council procedures and objectives
* Provide support in the management and control of relevant budgets.
* Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

**Key Result Area – Job Specific*** Ensure the welfare and safety of children and young people is promoted and prioritised through effective management of service delivery in Children’s Service;
* Ensure high quality social work is completed in a timely way including court
* Support the implementation of the improvement agenda within children’s social care including the implementation of Signs of Safety as a consistent practice model within the service
* Promote the use of evidence based interventions to support effective social work
* Offer reflective opportunities to front line practitioners to improve practice and learn.
* Ensure quality assurance and performance management systems are utilised in order that positive outcomes for service users are achieved and any assessed risks are effectively managed;
* Effectively represent Children’s Services and Durham County Council as appropriate at high level multi-agency forums and to lead in the implementation of change affecting the practice specialism;
* Ensure effective participation and engagement by children, young people and their families and carers;
* Ensure effective safeguarding services are delivered and the associated risks are effectively managed;
* Quality assure assessments, interventions and reviews of services to children, young people and their families and carers;
* Work closely with colleagues from across the council to ensure high quality service delivery.
* Ensure service delivery is consistent with legislation, national and local guidance and procedures and that OFSTED standards and regulatory frameworks are understood and followed.
* Provide and model high quality supervision and development opportunities to Team managers

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the line manager. |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** |  | * Recognised Social Work qualification;
* Management qualification to level 5 or equivalent (desirable)
* Current Social Work England Registration
 | * Application form
* Selection process
* Pre-employment checks
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| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement;
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies;
* Proven ability to manage a significant budget and meet financial efficiencies;
* Working with Members and Senior Officers, advising on specialist areas of responsibility;
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development;
* Experience of managing complex projects and matrix management;
* Experience of implementing and delivering partnership working with both internal and external partners.
 | * Substantial post qualifying experience in management and developing services to Children and Young People;
* Significant experience of working in Social Care;
* Substantial experience of work involving safeguarding of vulnerable people;
* Substantial experience of working in and delivering effective services to children and families.
* Substantial experience of working within the family justice system
* Substantial experience of working and developing teams and multi-agency teams and working in partnership with key stakeholders
* Experience of working with competing service demands and pressures with a proven track record of service improvement
* Evidence in supporting the management of budget and ensuring best value in service delivery
* Substantial knowledge of specific service priorities relevant to the role (North - Disability services and SEND, South - front door; partnerships and thresholds , East – family Justice)
 | * Application form
* Selection process
* Pre-employment checks
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| **Skills and Knowledge** | * Project management, business transformation and change management skills;
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries;
* Understand and promote the application of digital technology to support and enhance service delivery;
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council;
* Understand and apply the ‘One Council’ ethos and the values which underpin it;
* The ability to delegate effectively;
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving and budget setting skills;
* Understanding of LEAN methodology;
* Political and cultural awareness and an understanding of the political context and environment of Local Government;
* Strong communication and presentation skills;
* Knowledge and understanding of Local Government statutory requirements.
 | * Excellent knowledge and understanding of the current challenges facing the Children’s Workforce at national, regional and local levels.
* A sound knowledge of legislation and policy relevant to this area of social work
* An up to date knowledge of research and evidence to support high quality social work interventions
* High quality and impactful people management skills and the ability to support culture change.
* Ability to manage conflict restoratively.
* Assisting in the developing and implementing of service improvement plans operationally with demonstrated improved impact for children and families
* Excellent report writing skills
* Sound knowledge of strengths based practice models, restorative practice and trauma informed practice and the ability to implement this operationally.
* Ability to work collaboratively across service and with partners to achieve the best outcomes for children and families
 | * Application form
* Selection process
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach;
* Strategic thinker;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* Resilient with strong self-awareness.
 | * Passionate and enthusiastic about outcomes for children
* A can-do approach to improving and developing services
 | * Application form
* Selection process
* Pre-employment checks
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