

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Team Manager (Family Support Services)		<b>Director/Service/Sector:</b> Children's Services / Children's Social Care / Early Help and Prevention	<b>Office Use</b>  HRMS ref: Z236
<b>Band:</b> 11		<b>Workplace:</b> / Agile/Team base	
<b>Responsible to:</b> Senior Manager – Early Help Services		Date: <b>DRAFT May 2021</b>	
<b>Job Purpose:</b> To lead and manage services which support the delivery of Childrens Social Work, including those who are at risk of significant harm. To work collaboratively with service users and to manage the Northumberland Families First (Edge of Care Team) and Family Time (supervised contact service). To have an oversight of the children and families to assess their needs and plan and deliver services in accordance with statutory duties within the legislation and regulation framework. To provide service strategic planning, supervision, consultation, and other management tasks to comply with statutory responsibilities in line with NCC policy and procedures and, ensuring that the duties necessary to comply with statutory and NCC Children's Safeguarding procedures and policies are carried out. To have budget and building management.			
<b>Resources</b>	Staff	Managers and staff of NFF (Edge of Care Team) and Family Time (contact) Service. Line management of any staff as directed by senior management. Contract facilitation, monitoring and compliance of commissioned services (FGC and SF)	
	Finance	Accountability for operational budget monitoring responsibility for the specific service budgets. Strategically managing the finances to identify cross-cutting growth opportunities and efficiencies.	
	Physical	A range of buildings used by staff and families, to include all H&S requirements Day to day updating and maintenance of complex, sensitive and confidential data, including electronic client data systems.	
	Clients	Contact with children and adults and their families including within their own homes. Contact with a range of agencies and key partners in the statutory and voluntary sectors and with elected members. Overseeing the matching of children with families	
<b>Duties and key result areas:</b> <ol style="list-style-type: none"><li>1. To lead on safeguarding arrangements to promote the welfare and health of children, young people and adults who are users of the service.</li><li>2. Responsible for the management oversight and quality assure of complex assessments, case recording and other key documents including court statements and reports for Child Protection Conferences.</li><li>3. To take responsibility for developing strategies, skills, expertise and knowledge for a wide range of practice issues and to provide consultation, coaching and mentoring within the team and across the service. Taking responsibility to maintain and develop professional links and leads with multi agency professionals.</li><li>4. To lead and supervise leadership teams and staff directly in NFF (Edge of Care) and Family Time (Contact) services, making decisions and providing advice and guidance to social workers and advanced practitioners regarding safeguarding children and Looked After children. Ensuring that regulatory standards are met. Chairing a range of meetings to support the delivery of the Family Services. Allocating work to specified staff in accordance with guidance and supporting them to ensure the delivery of effective, multi-disciplinary services. Authorising assessments and reports via the department's electronic integrated children's system, ensuring that work is of a consistently appropriate standard. To attend multi agency child protection conferences, Legal Gateway and other relevant meetings making recommendations for actions and interventions to safeguard children.</li><li>5. To act as a referral agent for commissioned services and facilitate communication with external providers of those services. Ensuring clear feedback re service provision and expectations of contracts via regular contract compliance meetings</li><li>6. To be conversant with operational and practice issues pertaining to the delivery of social work to children and families and adult service users to ensure that children most in need are prioritised and responded to appropriately.</li><li>7. Utilise the skills within the team to develop and implement programmes of activity and support for children, young people and families to support plans to achieve positive outcomes</li><li>8. Provide regular, formal, and informal supervision and appraisal to staff and develop a professional skills base through the provision of training and development as appropriate. To provide safeguarding supervision to Team Leaders/Senior Practitioners, understand and escalate risk appropriately in order to Safeguard Children.</li></ol>			

9. Manage and support positive relationships with partner organisations and other external bodies.
10. Responsible for ensuring that the team achieve key service delivery objectives identified within the service plan. In addition, develop and implement systems to ensure satisfactory team performance against key performance indicators.
11. Responsible for ensuring that the aims set out in statutory guidance and departmental procedures are implemented within the team.
12. Responsible for ensuring that specific areas of service delivery are developed and delivered to meet the needs of children and families requiring specialist work for a range of associated assessed needs.
13. To manage financial and other resources effectively and efficiently in line with NCC regulations and to report to senior management on a regular basis regarding the financial position of the designated service area.
14. To monitor and evaluate team performance against service targets including the monitoring of caseloads and the complexity of cases.
15. To provide reports and updates to the management teams as required.
16. To ensure the maintenance of record keeping in accordance with statutory requirements and NCC policy and procedures.
17. To manage the recruitment, selection, training, and development of staff in accordance with NCC policies and procedures.
18. To ensure the service is child and family centred, focussing, and promoting the overall safety and safeguarding of all vulnerable children and those at risk of significant harm.
19. Contribute to the strategic development of the service by developing new ways of working and efficient practices.
20. To actively participate in directorate wide projects related to children's safeguarding as approved by the Senior Manager.
21. Deputise for the Senior Manager Early Help and Prevention at internal and external meetings as and when required.
22. To advise and alert the Senior Manager of any situation that may be contentious, complex or critical or costly to the team or service so that an appropriate risk assessment and management plan can be put in place.
23. Other duties appropriate to the nature, level and grade of the post.

#### **Work Arrangements**

Physical requirements:	To be able to attend meetings and provide service delivery throughout Northumberland and Country wide.
Transport requirements:	Flexibility to meet the demands and delivery of the service.
Working patterns:	Occasional participation in Out of Hours support to service rota cover arrangements as required
Working conditions:	Office based although some lone working within the community.

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**PERSON SPECIFICATION**

<b>Post Title:</b> Team Manager	<b>Director/Service/Sector:</b> Children's Services / Children's Social Care / Family Placements	Ref: Z236
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<p>A professional social work qualification e.g. Degree in Social Work, DipSW, CQSW, CSS</p> <p>Valid HCPC registration.</p> <p>Evidence of CPD.</p> <p>Knowledge of child development and issues around work with families and children including safeguarding and child protection.</p> <p>Detailed knowledge of Children's legislation.</p> <p>Up to date understanding of the key issues and relevant theoretical background facing professional childcare social workers, particularly related to children's safeguarding and looked after children.</p>	<p>Management qualification</p> <p>Completion of or working towards the Safeguarding Module of the PQ Award.</p>	
<b>Experience</b>		
<p>In depth diverse experience in children's social care, particularly in children's safeguarding, including experience of working with child protection systems and procedures.</p> <p>Significant experience of managing staff and services in public, private, statutory, or voluntary sector.</p> <p>Experience of budget management of medium and /or complex budgets</p> <p>Extensive experience of team management including appraisal and supervision.</p> <p>Experience of managing performance to agreed standards, targets, and timescales.</p> <p>Ability to work in stressed and pressured situations to meet deadlines</p> <p>Proven experience in decision making skills and abilities</p> <p>Experience in managing buildings and resources.</p> <p>Experience of developing new services and teams.</p> <p>Experience of quality assurance in service delivery and dealing with and resolving customer complaints.</p> <p>Experience of resolving staffing conflicts and concerns, and upholding HR practice for formal processes such as grievances and investigative processes.</p>	<p>Experience of working within a multi-agency setting.</p> <p>Experience of budget management</p> <p>Work in disadvantaged communities</p> <p>Experience of commissioning and contract compliance processes</p>	
<b>Skills and competencies</b>		
<p>Highly developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums including complex cases in a court arena.</p> <p>Ability to lead and manage a multi-skilled team.</p> <p>Ability to manage change and conflict.</p> <p>Highly developed negotiating and organisational skills.</p> <p>Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales.</p>	<p>Use of IT databases and spreadsheets</p>	

<p>Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs.</p> <p>A commitment to equality of opportunity.</p> <p>An awareness of the principles of budget management.</p> <p>Effective IT skills to be able to write reports, produce court documentation and update relevant systems.</p> <p>Ability to work across agency boundaries within a multi-professional setting.</p> <p>Ability to work at both operational and strategic levels in terms of future service development.</p>		
<b>Physical, mental and emotional demands</b>		
<p>To be a resilient practitioner with the ability to manage intense emotional demands.</p> <p>Able to meet the physical demands of the post.</p> <p>Lengthy periods of mental attention and high levels of pressure from conflicting demands and pressure to meet statutory deadlines.</p> <p>To be able to satisfy the mobility requirements of the post which will include regular journeys to children and their families' home.</p> <p>To work agilely in line with the Council policy.</p>		
<b>Other</b>		
<p>This position requires an Enhanced Disclosure and Barring Service (DBS) Check.</p> <p>Commitment to inter-agency working.</p> <p>Willingness to work occasional evenings/weekends.</p> <p>Positive attitude towards supervision and training.</p> <p>Willingness to attempt new challenges and approaches.</p> <p>Positive attitude towards supporting equality and diversity.</p>		

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