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| **Job Description** | |
| **Post title** | Team Manager |
| **JE Reference No** | A5842 |
| **Grade** | Grade 14  Plus £2,500 temporary recruitment/retention allowance in Families First Teams for permanent appointments only |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Children’s Social Care, Families First Service |
| **Reporting to** | Operations Manager within Childrens Services |
| **Location** | An approved team location, but you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

Social workers in Children’s Services work with our most vulnerable children, young people and families. Their expertise supports families, helps keep children safe and enables them both to thrive.

The role of the team manager is to line manage a team, supervising the practice and decision-making of social workers, and to supporting social workers to develop their skills.

The team manager creates an environment which enables excellent practice by setting high standards and motivating others to do the same.

The team manager motivates and supports social workers to be ambitious on behalf of children and families. S/he facilitates constant reflective thinking about the welfare of families and the safety of children.

The team manager leads by example, showing integrity, creativity, resilience and clarity of purpose. They develop and maintain positive relationships, and is visible and accessible to their team, to children, young people and families, and to other professionals.

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| **Duties and responsibilities** |

Listed below are the expectations of a social work team manager in Children and Young People’s Services. These link to the Knowledge and Skills Statement for Practice Supervisors.

* Design and implement measures to assure quality of practice and effective throughput of work, ensuring timescales set by legislation, Children and Young People’s Services/Local Safeguarding Children Board procedures, and Courts are met.
* Frequently review the requirement for continued involvement so that cases are closed in a timely manner and that families have an appropriate and long-term support plan where that is required and ensure that no child or family is left unnoticed in the system.
* Ensure practitioners adopt an approach to practice which is proportionate to identified risk and need. Use supervision processes to challenge the balance of authoritative intervention and collaborative engagement and ensure practice achieves the best long-term outcomes for children and families.
* Help practitioners to make decisions based on observations and analysis, taking account of the wishes and feelings of children and families.
* Ensure that the best evidence is used to devise effective interventions, which are most likely to support family welfare and reduce risk to children. Ensure that progress is regularly reviewed the plan for the child or young person is adjusted accordingly.
* Apply a proportionate and ethical approach to the exercise of authority, which develops and maintains relationships with families and professionals and ensures the protection of children. Maximise opportunities for children and families to make informed choices.
* Ensure recording provides the full analysis underpinning decisions, making sure the rationale for why and how decisions have been made is comprehensive and well expressed.
* Provide responsive, high quality individual supervision. Use mechanisms such as group discussion to help identify bias, shift thinking and the approach to case work in order to generate better outcomes for children and families. Promote reflective thinking to drive more effective discussions so that reasoned and timely decision-making can take place.
* Develop and maintain a culture of learning and improvement, where team members are supported to meet their aspirations. Recognise the strengths and development needs of practitioners. Use practice observation, appraisal, reflection and feedback mechanisms, including the views of children and families, to develop practice.
* Provide opportunities for staff to give and receive constructive feedback on performance. Recognise and commend hard work and excellent practice and build social workers’ confidence in their practice.
* Demonstrate a high level of resilience within pressured environments, be attuned to the effect of high emotion and stress and respond in calm, measured and pragmatic ways. Manage sickness absence effectively.
* Provide a safe, calm and well-ordered environment for all team members.
* Establish available capacity so that work is allocated appropriately across the staff group and ensure best use is made of resource, ability, interests and ambitions.
* Utilise data to understand current demand, historical patterns and likely future trends. Scrutinise performance and devise and implement effective and timely improvement plans.
* Build and develop influential and respectful partnerships with partner agencies.
* Respond thoughtfully and proactively to complaints and mistakes, creating learning opportunities for self, team and the organisation.
* Be accountable for and review own practice using supervision, reflective practice and other opportunities for continuous professional development.
* Manage a delegated budget, monitor and control the team’s expenditure.
* Maintain registration with Social Work England and adhere to the Social Work England standards of conduct, performance and ethics, and standards for continuing professional development.

Note: The postholder will be required to work flexibly to meet the needs of children, young people and their families which may include the need for some weekend working.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

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 and the competence of the post as directed by your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Degree in social work **or** equivalent social work qualification, e.g. Post Graduate Diploma in Social Work (PDDipSW) Certificate of Qualification in Social Work (CQSW), Diploma in Social Work (DipSW), Certificate in Social Services (CSS) * Current Social Work England Registration | * Relevant and accredited management qualification * Post qualification modules in social work e.g. Practice Educator Award, Consolidation Module |
| Experience | * A minimum of 3 years post qualifying experience of direct work with children and their families, including children in need of support and child protection * A track record in developing innovative practices to improve outcomes for Children and Families * Experience of case management and allocation systems and managing capacity * Significant experience of identifying and responding to need and risk management * Experience of inter-agency and partnership working * Significant experience of the social work role across the children’s social care remit including assessment and planning * Experience of managing integrated multi-disciplinary responses to child and family need * Experience of managing through a change process * Experience of service development and innovative practice * Robust and timely management of complaints * Experience of involving children and ensuring their views are heard * Ability to quality assure work to a high standard and give constructive feedback * Build and maintain positive relationships with children, young people and families * Build and maintain positive relationships with other professionals | * Experience of developing performance management and quality assurance systems * Managing budgets to achieve best value * Experience of high-quality staff management including supervision, appraisal and workforce development * IT skills * Project Development * Understanding of the process of managing change |
| Skills & Knowledge | * High level knowledge of legislation and standards relevant to the role * Knowledge of government initiatives relevant to working with children and families in a safeguarding role. * Commitment to continuous professional development * Willingness to achieve a level 5 diploma in Management (or equivalent) within three years of appointment * Knowledge of research relevant to the post * Knowledge and understanding of child and adolescent development * Knowledge of Children’s Rights legislation including the UN Convention on the Rights of the Child * Excellent communication skills with children, families and professionals * Ability to promote the participation of children, young people and their carers/ families * Ability to lead social care professionals to deliver high quality services * A high level of consultative, interpersonal and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate way * Ability to establish and maintain effective working relationships with colleagues and with external partners * Capacity to innovate and develop services * Developed inter-personal skills * Effective communication skills, both written and oral * Ability to assimilate and analyse information and make informed decision which manage risk * Excellent organisational and administrative skills | * IT Skills in working with Excel spreadsheets, Windows Word, Microsoft Outlook |
| Personal Qualities | * Commitment to delivering a service with integrity * Resilience * Able to provide staff with a clarity of purpose * Commitment to high quality service delivery and improving outcomes for children and families * Flexible to meet the needs of the service * Positive and Innovative approach to work * Representative of the service at all levels * Non-confrontational approach to problem solving * Open, honest and assertive manner * Supportive and challenging * Reliable * Strong sense of self/emotionally resilient * Commitment to creating an environment that promotes equality and diversity * Motivational * Capable of independent travel to meet the requirements of the post |  |