

Job Description

Job Title	Team Manager
Grade	EPO6
Reporting To	Service Manager
JD Ref	PC

Purpose

Lead and manage a team to deliver high quality, effective and consistent social work practice, ensuring that the greatest care and diligence is maintained to achieve the best possible outcomes for children, young people and their families.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Ensure workloads are managed within the agreed guidelines for casework.
- Guide and support the professional development of team members, recognising and nurturing talent so that employees reach their full potential.
- Create an environment where clear communication and engagement supports a culture of openness and transparency: where employees feel empowered, valued and listened to.
- Support Service Managers in taking the lead on specific service-related projects.

Communication, Engagement and Training:

- Work collaboratively with partners and other professionals to drive the quality of the service provided to children, young people and their families.
- Facilitate mentoring and coaching for newly appointed Team Managers and aspiring Team Managers.

- Oversee social work interventions where the voice of the child is heard, fully considered and acted upon.
- Contribute to and champion the development of children's services, locally and regionally.

Data Analysis and Decision-Making:

- Ensure that all contacts/referrals are signposted to or allocated to appropriate staff quickly and efficiently, enabling a professional decision to be made by the relevant workers in line with agreed standards.
- Maximise financial capacity and support others in managing and sustaining value for money, challenging the team to identify, analyse and share best financial opportunities.

Performance Management:

- Oversee and scrutinise practice, evidenced through case audit, supervision and observations.
- Undertake effective, reflective supervision, holding practitioners to account where poor performance is identified and providing appropriate support and guidance.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Social Work qualification e.g. Degree in Social Work; Dip SW.
- Registered with the Health and Care Professions Council (HCPC) and able to evidence this.
- Evidence of continued professional development (CPD).

Desirable

- Management qualification ILM level 5 or equivalent.

Knowledge & Skills

- Evidence of local budget management and regulations at strategic and operational levels.
- Sound knowledge and understanding of relevant legislation relating to children and young people, care leavers and families.
- Ability to analyse information and form a judgement regarding appropriate interventions with children, and their families.



ACCOUNTABLE



AMBITIOUS



**RESIDENT
FOCUSED**



PROFESSIONAL

- An understanding of the social care framework for information sharing between professionals and agencies.
- Knowledge of statutory power and authority in exercising judgement.
- An excellent understanding of robust quality assurance and its impact on outcomes.
- Ability to prioritise, organise and plan tasks, meeting agreed timescales.
- Ability to analyse performance information and put in place an improvement plan to address any issues.
- Ability to challenge the impact of discrimination and deprivation.
- Displays excellent communication skills and professionalism in building and developing influential and respectful partnerships.
- Demonstrates self-awareness and the ability to inspire and motivate others.
- Ability to develop a culture of learning and improvement where staff are sufficiently stretched and developed to meet their aspirations.
- Ability to work within a challenging and testing environment.
- Proactive approach to understanding the developing children's social care landscape, regionally and nationally.
- Knowledge and understanding of maintaining accurate and efficient systems and records, evidencing a contribution to development.
- Ability to develop performance monitoring systems that ensure consistently high quality Social Work practice.
- Ability to converse with members of the public and provide advice in accurate spoken English.

Desirable

- Knowledge of people management policies and procedures.
- **Experience**
 - Extensive experience of managing a team within a Social Care environment.
 - Experience of dealing effectively with employee performance management issues in line with corporate policies.
 - Significant experience of mentoring and coaching others across all levels of social care practitioners.
 - Significant experience of dealing with complex cases carrying risk of harm.
 - Experience of working with children and families in statutory services.
 - Experience of working with partner agencies.

Desirable

- Significant experience of managing complex cases carrying risk of harm across a range of social care settings.



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL

Additional Information

Able to travel within or outside the Borough.

Required to work outside office hours when necessary.

Exercise high emotional intelligence and demonstrate a developing emotional resilience in relation to the job role.

May have responsibility as key holder.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Approved By: Simone White, Deputy Director - Children's Care Services

Date Of Approval: 01.12.2017



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL