



Job description			
<b>Job title</b>	Service Manager Children Looked After and Care Leavers		
<b>Grade</b>	PMG2		
<b>Directorate</b>	Children's Services		
<b>Service/team</b>	Children Looked After		
<b>Accountable to</b>	Head of Service – Permanence and Sufficiency		
<b>Responsible for</b>	Children Looked After Team Managers Care Leavers Team Managers Young Persons Team – Team Manager		
<b>JE Reference</b>		<b>Date Reviewed</b>	May 2021

### Purpose of the Job

Under the supervision and guidance of the Head of Service (HOS) the Service Manager will be responsible for physical and financial resources, leading and managing the delivery and quality of services to children and families.

The post holder will play a lead role in monitoring performance management systems, delivering, developing and improving services, identifying savings and generating efficiencies.

The post holder will contribute to the development and implementation of policies and procedures and ensures the Council fulfills its obligations within the Children Looked After and Care Leavers service.

The post holder will be responsible for the Children Looked After teams, the Care Leavers team and any relevant teams identified by the Head of Service and play a key role in developing a workforce that is equipped to deliver efficient, timely and high quality services to children, young people, and their families.

The post holder will have responsibility for quality assuring the standard of work, driving changes necessary to improving practice that meet the expected standards of the Children Looked After and Care Leavers service.

The post holder will work collaboratively with key partners across health, police, education, social care and the voluntary sector to explore and establish creative ways of delivering high quality responsive services.



The post holder will have regard for the Council's corporate structures and processes and be competent in reporting to corporate bodies, partnership boards and liaison with Elected Members for scrutiny purposes

The post holder will be a key member of the Senior Management group to ensure that the Council and Directorate's values, policies and procedures are operated successfully by managers and staff by providing leadership, management skills and experience. In addition, to encourage staff to continuously monitor and evaluate work and services against resources, the needs of children, families and career's and agreed standards.

### **Duties and Responsibilities**

This is not a comprehensive list of all the tasks that may be required of the post- holder. It is illustrative of the general nature and level of responsibility of the work undertaken.

#### **General**

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

In addition to the principal duties the post holder will be expected to contribute more widely to the overall development of the Service and the Council. As part of your role, the post holder will be required to be part of the Senior Manager Emergency Duty Rota.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

All employees are expected to be committed to the Equality and Diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

#### **Quality Assurance and Performance Management**



- Responsible for managing the performance of teams through the Councils' personnel policies, including induction, supervision, appraisal, disciplinary and grievance and related procedures.
- Provide regular, quality and reflective supervision for team managers within the Children Looked After and Care Leavers service.
- Facilitate group supervisions and other meetings as part of services processes for complex cases.
- Responsible for delivering, developing and improving services, identifying savings and generating efficiencies.
- Responsible for identifying and making plans to meet the development needs of managers and their staff.
- Responsible for ensuring managers and staff monitor and evaluate their own practice against agreed practice standards in collaboration with Children, Young People, their families and carers.
- Contribute to any departmental framework, structures or procedures for performance management across the department. Collating data and providing regular analysis of performance information to drive improvement of the service.
- Identify any trends, gaps in services and service developments in collaboration with other service managers and the broader council.
- Undertake investigations and reviews of services as required. Plan changes in practice and service accordingly.
- Ensure service delivery and development plans are produced and implemented in collaboration with managers and staff, other divisions and other agencies.
- Complete monthly audits in line with the service quality assurance framework and lead on service quality assurance activity.
- Ensure action from audits are implemented within service development and improvement plans.
- Lead on the recruitment and retention of high-quality Social Workers to ensure capacity is responsive and effective to meet demand.
- Work in partnership with the Child Protection Service to ensure smooth transition of children between services.
- Chair panels to enable oversight of permanence planning
- Promote planning for permanence and a sense of belonging for children across children's social care and targeted services.
- Support the function and effectiveness of the Corporate Parenting Board and effectiveness of partner agencies to meeting corporate parenting responsibilities.
- Work with Team Managers to have oversight of assessment and care plans for court.

### **Financial Management**

- Ensure services are provided within the financial resources available in accordance with the Councils' financial regulations/standing orders.



- Manage staff so that activity and financial information is recorded, reported, monitored and any necessary action taken.
- Work with finance officers to ensure spend is appropriately forecasted and managed.
- Provide approval for financial spend in accordance with the Councils' financial regulations.

### **Physical Resource Management**

- Ensure the physical resources used to provide services meet Health & Safety standards and requirements.
- Contribute to the management of the Departments' planned maintenance programme.
- Identify deficiencies and developments required in relation to physical resources and contribute to a Divisional/Departmental strategy to meet these.

### **Service Development**

- Keep up to date with national and local issues in practice and ensure these are filtered down to teams and the wider council.
- Foster effective working relationships with a range of internal and external partners, and other key stakeholders, and to engage and consult with relevant parties in relation to service development and transformational change initiatives
- Have an appreciation of different practices and cultures across education, health and social care organisations and have the ability to challenge constructively and appropriately in a range of settings.
- Play a lead role in any planning/task and finish groups and ensure there are tangible outcomes. Ensure services are developed appropriately and in accordance with the principles of plan, do, review.
- Plan and implement service development in partnership with children, young people and their families.
- Work with key stakeholders to agree joint priorities and objectives to ensure improved outcomes for children, young people and their families.

### **Corporate Management**

- Contribute to the corporate management of the Division, Department and Council, through meetings, committees, working parties, writing and presenting papers.
- Deputise in the absence of the Head of Service.
- Review stage 1 complaints to ensure they are high quality and address the issues within the complaint appropriately.
- Respond to stage 2 complaints as investigating officer.



- Lead on the allocation and timely completion of Subject Access Requests.

### Knowsley Better Together – Staff Qualities



### Health and Safety

- To regularly monitor and review services to ensure they are provided effectively and in accordance with level of need/risk.
- To promote and enforce the Council's Health and Safety policy and maintain safe working practice to self and others.
- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.
- To use equipment as instructed and trained.
- To highlight and manage any health and safety issues, which could place individuals in danger.
- To monitor sickness absence levels and identify work related trends, capacity/vacancy rates which would place the Local Authority at risk

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.



- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.