

Role Profile

Service:	Family Services – Social Care
Location:	NLBP
Job Title:	R112 - Social Work Team Manager
Grade:	L
Post No.:	
Reports to:	Head of Service

1. Purpose of Job:

To take day to day operational and financial responsibility for designated elements of the service, providing leadership and management and support to staff and ensuring that children's needs are assessed in a holistic and timely manner and that appropriate services are provided to meet their needs.

2. Key accountabilities/duties/responsibilities:

- To be responsible to a Head of Service for the effective management of the team, and the provision of a professional, child centred service in accordance with the relevant regulations, legislation, guidance, codes of practice, policy and procedures.
- To ensure that services are delivered in partnership with all key stakeholders so that children's assessed needs are met on a planned, holistic basis within a family setting whenever this is consistent with their best interests.
- To deal with complex issues creatively and effectively in order to develop a responsive and effective service for users, delivered within designated budgets.
- To develop specialist knowledge in the field for which the post carries management responsibility, acting as a resource to both peers and more senior colleagues.
- To work with the Heads of Service and Assistant Director Social Care in meeting all operational and strategic developmental demands on the service contributing to the management of the service as whole.

Key Accountabilities

- To be responsible for receiving, assessing, allocating, reviewing and closing cases. To keep abreast of developments in all the cases covered by the team.
- To assess the level of risk and/or service to be offered to users, ensuring that the highest priority work is allocated and that the safety and wellbeing of the child is secured. This includes making decisions about the immediate safety of children at risk of significant harm.
- To provide professional supervision to members of the team.
- To think creatively and imaginatively in order to solve complex professional problems concerning individual children, their families and other carers.
- To develop and maintain effective working relationships with relevant statutory and independent sector agencies e.g. teachers, doctors, psychiatrists, health visitors, police officers, requiring the capacity to advice and influence as appropriate.
- To chair or participate in reviews and meetings attended by users as well as by colleagues and representatives of other agencies, as above. Also to represent the Family Service and the wider Children's Service at meetings both within and outside the Council.
- To provide information, including written reports, to ensure effective service delivery and to influence strategy development
- To take lead responsibility for the development and ongoing implementation of children's plans within the relevant service area.
- To secure services for children, their families and across the Service as needed, and in accordance with the relevant schedules of delegated authority
- To co-ordinate and manage care proceedings as required, ensuring that reports and statements are produced to a high standard and within the agreed deadlines, instructing Counsel and Council solicitors as appropriate and representing the council in court.
- To investigate and prepare replies to Freedom of Information requests and Members' enquiries, and to deal with complaints according to corporate procedures
- To provide a responsive service to emergency situations ensuring the safety and well being of the child. This may involve working outside core hours and being available for discussion, advice and decision making.
- To secure good outcomes for children and the most efficient use of the council's resources.

- To maximise the participation of children, their families and other carers in service and care planning.
- To promote the role of the council as corporate parent
- To promote equality of opportunity for users in accessing the services provided.
- To deputise for the Head of Service and to cover for peers by representing Social Care both within and outside the council, taking the lead in relation to specific project and service developments.

Finance

- To plan, control and monitor all income and expenditure within the terms of the budget holding responsibilities of this post and promote a culture of value for money.
- To manage delegated budgets on a strictly cash limited basis, identifying and reporting emergent budget pressures.
- To ensure that the authorisation, monitoring and control of expenditure is within the Council's regulations and delegated authority.
- To monitor and review services and goods purchased in order to ensure that they meet the appropriate standards, are value for money and adhere to financial regulation.
- To ensure all financial transactions are fully recorded and accounted for.

Information

- To use systems and performance information to improve service delivery, including gathering and analysing statistical information in order to facilitate effective managerial decision making.
- To ensure that staff use the appropriate recording systems and keep all records accurate and up to date, taking appropriate steps to maintain a satisfactory level of security and confidentiality.
- To keep abreast of new legislation, guidance and regulations relating to the service area, acting as a specialist for the department as required.
- To make full and proper use of IT systems in order to carry out the management functions of the post effectively.

General

- To take part in working groups to deal with specific issues or tasks as requested.

- To assist in the development of policies, procedures and working practices at local, divisional and inter-agency levels.
- To co-ordinate and manage team and service area meetings.
- To assist the Head of Service to discharge the overall management functions of the Service Area, and to participate effectively as a member of the service area management team.
- To assist the Head of Service to develop and implement the Family Service Business plan, Team Plan and any other Action Plans as necessary.

3. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.

This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

5. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

PERSON SPECIFICATION

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Knowledge, training and experience

- Minimum of 3 years post qualification children and families work
- 2 years Statutory work, including child protection
- Literacy and numeracy to the required level
- DipSW/CQSW equivalent
- Post qualifying supervision of SW's or students
- Basic training in management competencies
- Children Act/Child Protection Training

Knowledge of:

- Child care legislation and relevant guidance, regulations and standards of best practice
- Family Court procedures
- DOH Guidance, Working Together To Safeguard Children and the Assessment Framework
- Awareness of Issues arising from child abuse inquiries
- Responsibilities of SSD in relation to children and families
- Health and Safety Policies and Procedures

Skills
<ul style="list-style-type: none"> • Ability to plan, manage and review service delivery • Ability to recruit, manage and develop a staff team • Ability to chair meetings involving service users and other professionals • Ability to manage change and stress in self and others • Good written and verbal reasoning skills and the ability to produce reports to the required standard, to develop, monitor and maintain appropriate recording systems and to develop such skills in others. • Ability to work in partnership with children and young people and their families and with other professionals • Ability to analyse data • Good organisational skills • Able to make decisions and delegate tasks appropriately • Ability to manage a budget • Ability to establish and maintain appropriate professional boundaries with colleagues and service users and to ensure that workers in the team do the same
<p>Special Job Requirements:</p> <ul style="list-style-type: none"> • Driving license • Ability to travel • Out of hours on call as required • Evening meetings as and when

Post Title	R112 - Social Work Team Manager
Service Area	Family Services – Social Care - Placements
Job Ref Number	For office use
Budget management accountability	Please describe the accountability for managing budgets and their value, if applicable
Staff management accountability	Please describe the accountability for managing or supervising employees or equivalent, if applicable
Physical effort	Please describe any physical effort associated with the job that is over and above normal office requirements
Working environment	Please describe any adverse working conditions associated with the job that are over and above normal office environment, including abuse and aggression from the public.

Role Profile Checklist

- 1 The role profile contains a **job purpose** statement that clearly and concisely describes the overall purpose of the job. This should be a short statement, usually 2 or 3 sentences at the most. ☐
- 2 The role profile contains a number of **accountability or responsibility** statements that describe the role in more detail. ☐
- 3 The role profile contains a **person specification** that clearly details the knowledge, skills and experience required by somebody to carry out the job. ☐
- 4 The role profile contains the level and type of qualification (or equivalent experience) required to carry out the job ☐
- 5 The SIF contains specific information concerning accountability for managing or monitoring budgets and/or the management or supervision of other people. ☐
- 6 The SIF contains specific information concerning the physical effort and/or working conditions experienced in the role. (over and above 'normal' office environment) ☐

DECLARATIONS

This role profile and supplementary information form provides a fair reflection of the responsibilities, duties and demands of the role and the knowledge, skills and competencies required to carry it out.

Line manager to tick the appropriate boxes below:

- 1 Consulted with individual jobholder if applicable (do not tick if the job covers more than one jobholder) ☐
- 2 Consulted with group/sample of jobholders if applicable (do not tick if the job covers just one jobholder) ☐
- 3 Trades union involved in the update process if applicable (please tick if a trade union representative has been involved in the update process. For example, if the individual is a union member and requested their rep be involved or where there are larger groups of employees) ☐

Line Manager	Head of Service
Print	Print
Sign	Sign
Date	Date