# Job description

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| Job Title: | Team Manager |
| Strategic Team: | Single Assessment, Operational Services / Specialist Services (Children with Disabilities and CLA Teams) |
| Service:  Business Unit: | Children’s Services  Joint Commissioning |
| Responsible To: *(day to day issues)* | Head of Service |
| Accountable To: *(line manager)* | Head of Service |
| Salary Grade: *(Spinal column points only)* | Spinal column point 40 to 43 |

## Key Purpose of Job

* 1. To provide a high quality and effective social work service to respond to the needs of children, young people and families in a timely manner and within statutory guidelines, policies and standards.
  2. To lead, supervise, appraise, develop and manage a Social Work Team that is responsible for the delivery of targeted family support and specialist provision to all children and young people in need or subject to child protection, or looked after by the Local Authority.
  3. To promote and develop an integrated approach to both assessment and provision across the whole of Children’s Services, including partner agencies.
  4. To effectively use agreed partnership threshold criteria to prioritise need and ensure that the most vulnerable children and young people are provided with a consistent, robust and proportionate response.
  5. To ensure that all children and young people who have suffered or are likely to suffer significant harm are provided with an immediate response and risk assessment which complies with ‘Working Together 2015’ and South West Child Protection Procedures.
  6. To ensure that all Child Protection Plans identify assessed risks to children and young people and are effectively managed according to statutory guidelines.
  7. To ensure that all children and young people Looked After have a comprehensive care plan that promotes their safety and emotional wellbeing and are reviewed in accordance with statutory guidelines.
  8. To ensure that timely permanency plans are made for all children and young people unable to remain in the care of their birth parents and that parallel planning is also completed.
  9. To meet all statutory duties relating to assessment and review for Special Guardianship Support Plans.
  10. To ensure that the assessment and engagement with children, young people and families is informed by research evidence, is of the highest quality and adheres to legislation and policy.
  11. To promote the continuing professional development of all staff in the team.
  12. To ensure that all activities are carried out within delegated budgets.
  13. To understand and promote the core business of the Torbay Safeguarding Children’s Board and deliver its priorities.

## Anticipated Outcomes of Post

* 1. Ensure robust and consistent responses to service requests that appropriately balance the use of the common assessment framework and early intervention/prevention with the use of statutory interventions and specialist assessments.
  2. Promote partnership and a team around the family approach that works with other professionals in an integrated way and engages family members in the solutions and outcomes being sought.
  3. Ensure that families receive an appropriate and individually tailored response that is informed by a holistic assessment and draws on a full range of services.
  4. Ensure that the referrer and the service user are offered a timely response that details the decision and actions to be taken.
  5. Use performance data and feedback from complaints to inform business planning.
  6. Drive the development of integrated working within and across teams for the benefit of young people and their families to ensure those who receive support experience this as a seamless process.
  7. Improve the quality of management practice by promoting and creating a learning environment which prioritises professional development and is rooted in Research in Practice.
  8. Improve outcomes for children and young people by the effective use of performance information and data.
  9. Ensure that the wishes and feelings of all children and young people are obtained and recorded.

## List Key Duties and accountabilities of the post

* 1. Responsible for safeguarding and promoting the welfare of children at all times.
  2. Initiate appropriate safeguarding action to protect children and young people at risk of significant harm.
  3. To effectively manage the Child Protection Process and ensure that child protection activity complies with ‘Working Together 2015’ and South West Child Protection procedures.
  4. To ensure that the delivery of services is outcome driven and reflects the wishes and feelings of children, young people and families.
  5. To be responsible for the effective leadership and management of up to 10 staff including recruitment, motivation, development, performance management, absence management, resolution of conflict and implementation of change in line with council employment procedures and policies.
  6. To develop an extensive working knowledge of service provision across the partnership and ensure that eligibility is defined by the use of agreed partnership threshold criteria.
  7. To provide caseload management and individual practice support to the team and to other staff across the service in line with professional standards. Making effective decisions and recommendations, taking person responsibility for any decisions made.
  8. To comply and manage the quality assurance Framework for Children’s Services within the team, including the audit and review of case files to ensure that high professional standards are being met or exceeded and that best practice complies with legislation and guidance. Take action as necessary to address under performance.
  9. Lead the application of research and best practice evidence via learning and development, individual supervision and team meetings.
  10. Be accountable for the performance of the team and drive the delivery of improved outcomes as measured by an agreed set of indicators.
  11. Ensure that the inputting and updating of electronic client records by staff is both appropriate and timely.
  12. Engender a performance culture within the team that is inquisitive but is also rigorous in offering challenge so that improvements can be made.
  13. Contribute to regular reviews and evaluations of services with key stakeholders making recommendations for change and improvement to the Senior Management.
  14. Ensure that Financial Regulations are complied with and best value principles adopted.
  15. To directly contribute to the strategic development of continuous service improvement and provision.
  16. Sustain and improve the overall reputation of the Council and act in the best interest of the Authority through effective representations regionally and nationally.
  17. To chair multi-agency meetings as required helping determine service delivery.
  18. To work in partnership and foster positive working relationships with universal providers and partner agencies.
  19. To act on behalf of the service in providing management representation at court and in statutory process i.e. Safeguarding.

The above outlines the duties required for the time being but this is not a comprehensive or exclusive list and duties may be varied from time to time which does not change the general character of the job or the level of responsibility entailed.

## Give examples of the typical types of problems and decisions the post will be required to make

* 1. The identification and management of risk so that children and young people are protected from immediate risk or harm.
  2. Make decisions which will involve the handling of conflicting views, sensitive information and drawing conclusions which may be contentious.
  3. Engage with families who will be in distress and potentially resistant.
  4. Make judgements and balance the evidence about the best course of action which may significantly affect families and the lives of children and young people.
  5. Overall management of cases in proceedings including support to front line staff and on occasions giving evidence.
  6. Line manage staff who are conducting investigations and completing assessments into the welfare of children and young people which can be professionally and personally challenging.

## Budgetary / Financial Responsibilities of the post

* 1. The monitoring and management of staffing budgets and revenue budgets up to £5,000 per case.

## Supervision / Line Management Responsibilities of the post

* 1. To supervise a multidisciplinary team of up to 10 staff in accordance with the Council’s Supervision Policy.
  2. Enable the continuing professional development of staff by ensuring that all team members are given ‘protected time’ to pursue learning opportunities. Through this process ensure that appropriate national professional standards/competencies are being met and monitored.
  3. Recruit, retain, motivate and appraise team members. Ensure safe recruitment policies are followed.
  4. Ensure that team members keep a record of their learning.
  5. Demonstrate leadership competencies, acting with openness, honesty, integrity, instilling a clear sense of direction and purpose, priority and pace. Manage people in an inclusive way to deliver operational objectives.

## Working Environment and Conditions of the post

* 1. Normal working environment and conditions.

## Physical Demands of the post

* 1. Normal physical demands.

## Specific Resources used by the post

* 1. Use of mobile office technology as part of agile working i.e. laptops, tablets and smart phones.

## Key Contacts and Relationships

* 1. External - Representing the Council at national and regional meetings with partner agencies and government agencies. Responding to Inspections and the cross examination by individual inspectors. Presenting information in court. Developing and maintaining operationally important relationships with professionals from across the public and voluntary sector.
  2. Working with staff at levels within the Council.
  3. Engaging with Members through formal governance mechanisms.
  4. Collaboration and project work with other senior managers. Staff working at levels within the Councilincluding dealing with members

## Other Duties

* 1. To undertake additional duties as required, commensurate with the level of the job.

## Other Information

1. All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
2. The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
3. The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
4. The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
5. This post is based at Tor Hill House but the post holder may be required to move their base to any other location within the Council at a future date.
6. The post-holder must be committed to the Council’s Core Values for employees - “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
7. If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
8. As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Disclosure & Barring Service before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.
9. Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
10. The post holder is expected to work in a way that ensures vulnerable children and adults are safeguarded and report any safeguarding concerns in accordance with established policies and procedures.
11. As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

# Notes for candidates

## All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

## Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

# Person specification

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| **Job Title:** | Team Manager | **Strategic Team:** | Children’s Services | **Service:** | Single Assessment, Operational Services, CLA, CWD |

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| Essential Skills and Effectiveness | Desirable Skills and Effectiveness |
| 1. Significant decision making skills – the ability to analyse information, draw conclusions and effect judgements based on outcomes and risk. 2. Proven problem solving skills – the ability to identify causes, make objective and informed judgements that demonstrates emotional resilience and balance. 3. Ability to appraise and motivate staff in a way that ensures compliance with policies but also enables individuals to develop. 4. Ability to work effectively with colleagues and partners across agency boundaries. 5. Ability to plan, organise and use resources effectively and efficiently. 6. Excellent communication and presentation skills. 7. Ability to implement anti-discriminatory practice and styles in all areas of work. 8. Understanding of effective management practices, particularly as they relate to managing an integrated team. 9. Self awareness and understanding of own strengths and areas for improvement. 10. Effective influencing, negotiating and advocacy skills. 11. Ability to use standard computer applications and a willingness to acquire new skills in a timely fashion. |  |

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| Essential Knowledge | Desirable Knowledge |
| 1. Knowledge and understanding of the full range of activities delivered by the Authority and partners in relation to children, young people and families. 2. Thorough understanding of the professional practice relating to safeguarding and working with complex families 3. Thorough understanding of the ‘common core’. 4. Ability to demonstrate awareness and understanding of equal opportunities 5. Awareness of effective management practices. 6. Thorough understanding of current legislation and DfE guidance and developments in services to children young people and families. | 1. Experience of commissioning 2. Knowledge and experience of project management (using recognised methodology) or a willingness to acquire such a skill set in timely fashion. |

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| Essential Experience/Achievements | Desirable Experience/Achievements |
| 1. Minimum of 4 years social work qualification experience of working with children and families in the context of current legislation and government initiatives / or minimum of two years post social work qualification experience plus significant management experience in a relevant field working with children and families. 2. Commitment to evidence of applying an evidenced informed practice approach. 3. Experience of managing or supporting others and assuring compliance to policy and procedures. 4. Experience of working under pressure and making robust evidenced informed decisions. 5. Significant experience of working with children, young people, parents and carers. 6. Evidence of having delivered improved outcomes and impact for children and young people. 7. Understanding and experience of performance monitoring and performance management techniques to drive service improvement. 8. Experience of managing and controlling delegated budgets. 9. Using case recording system. | 1. Experience of working in more than one professional area |

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| Essential Qualifications/Professional Memberships | Desirable Qualifications/Professional Memberships |
| 1. Relevant professional qualification to the equivalent of a degree or equivalent and where relevant a current professional registration or licence to practice (Posts managing social work teams will require a social work degree and evidence of having met post qualification standards) 2. Management qualification to certificate level or equivalent or, a willingness to acquire such, in a timely fashion 3. Current Social Work England Registration 4. Evidence continued professional development | 1. Post Qualifying Child Care Award |

## Essential - Other requirements of the job role

* Demonstrates a commitment to safeguard and promote the welfare of children and young people
* Ability to carry out the physical requirements of the role (i.e. manual handling)
* Ability to travel efficiently around the Bay/South West/UK in order to carry out duties
* Ability to accommodate unsociable hours
* Ability to accommodate occasional home-working