



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Assistant Team Manager	Role Profile Number: SBC_12040
Level: CFL 11	Date Prepared: February 2024
Directorate/Group: Children, Families and Community Health	Reporting to: Team Manager
Structure Chart attached:	No

Job Purpose

To deliver and improve services for Children, young people and their Families through the provision of high-quality social work interventions, and effective partnership working with all those involved with the child. To lead and direct a team of professional social workers and other staff alternatively qualified together with support staff to provide services to children, young people and their Families requiring support/ and or intervention. Services to be delivered in accordance with legislation, Corporate and Directorate policies and allocated budgetary limits.

To be a champion of Social Work values and delivering interventions that work to keep children safe and, where possible and achievable, within their own family or extended networks.

To operationally manage and supervise the team to ensure high quality service to individuals, children, families and/or communities; focussed on good outcomes with timely interventions at the right level; within statutory guidelines and within given resource and budget availability.

To model good management by taking professional responsibility for the provision of a high quality and responsive service.

To assist the Team Manager in the determination of priorities, and support the Team Manager to endorse and promote our focus on quality assurance, value the importance of co-production and seek out the voice of the child, young person and families in all aspects of service delivery. This will be done through effective management and supervision of social care staff to ensure those we work with are safeguarded and their welfare promoted.

Key Accountabilities

- You will lead and manage a team of professional, skilled staff to provide a high quality, high performing outcomes driven service to ensure effective safeguarding practice is paramount and that children are supported to reach their full potential
- You will recruit, develop and motivate staff groups capable of fulfilling the changing demands of the service, through day to day support and providing high quality decision making with regards to children who are allocated to your staff group and within the service
- You will allocate resources and workload across your team to ensure effective delivery of services within allocated agreed budgetary limits. You will support the team managers in delivering the teams' staffing budget and support the delivery of the team and service efficiency agenda and targets, as agreed by the Team Manager
- You will ensure that team members record all case work, undertake assessments, analysis, decisions, care planning and actions on the necessary ICS systems – signing off all decisions made and discussing any issues that require clarification or further scrutiny with the relevant member of staff.
- You will ensure the team understands and adheres to the Quality Assurance Framework, including ensuring the regular case file audits are undertaken by yourself when required and that continuous improvement is evidence based and includes learning from national and regional practice
- You will ensure performance measures are adhered to and use this to drive a high performing team where statutory timescales are met
- You will ensure effective assessment; risk management and child protection and care planning protect the most vulnerable
- You are responsible for shaping and influencing the practice system to ensure confident analysis and decision-making is in place
- You will ensure supervision is frequent, reflective, challenging and explorative to enable informed decision making on cases that occur to safeguard children and vulnerable adults, and is based on the best evidence from research to inform complex judgments, promoting professional curiosity and solution focused approaches to problem solving routinely within informal and formal supervision
- Develop effective and meaningful partnership working that is positive and constructive and respectful of differing roles and responsibilities and the value they can bring to the safeguarding of children and vulnerable adults. Support team members both internally and externally with partners as part of sharing information and developing safety and care plans
- Demonstrate effective use of power and authority by being confident in child care practice and family law and understand and ensure your staff also do what they need to do to ensure safeguard practice is in place for children and Young People,
- Ensure your team members recognise and address behaviours or actions that are resistant to change in Families, prioritising and acting where immediate action is required and taking necessary proportionate action to safeguard children
- You will ensure that there is an effective supervision structure in the team, that delivers high quality reflective supervision and bi annual performance appraisals for all, to enable you to effectively manage poor performance and celebrate and share best practice
- You will support the Team Manager in ensuring effective prioritisation processes are in place and actively managed to minimise and mitigate risks when demand is high

- You will ensure that processes are in place to ensure effective communication and engagement with the team (team meetings/forums)
- You will offer robust oversight, guidance, supervision and support to practitioners to enable them to take actions to prevent family breakdown or escalation of issues / risk, accurately recording the advice and guidance given.
- Ensure that diversity is respected and takes account of the different needs of children and their carers, and that the decisions made and service delivery is sensitive to and addresses discriminatory issues of language, gender, ethnicity, religion, ability, sexuality and social background.
- Promote corporate working across teams, and wider across the organisation, ensuring that every opportunity is taken to develop a wider understanding of the child or young person's journey and the impact that other areas of the Council have on this.
- Encourage and model behaviours that promote inclusion and value diversity of the team as well as the people that access care and support
- Promote the development and maintenance of high standards within the team in accordance with the Council's and the Service's values and behaviours.
- You will work in accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work. Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.
- Undertake any other duties and responsibilities as may be required by the Team Manager commensurate with the grade of the post.
- Swindon Borough Council have teams in various locations across the town. You could be asked to work from a different team if the business requires you to do so.

Supplementary Accountabilities

- Because of the nature of the work and in accordance with the demands of the service, he/she will be required from time to time to work outside normal office hours, including evening and weekend working, for which time off in lieu of payment should be taken at a time agreed with the Team Manager. Overtime will not be paid.
- This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the Department, always in consultation with the post holder.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Demonstrable evidence of management and Leadership Skills within a management role in a Social Work setting
- Post qualification experience and evidence of practice in a front-line Social Work setting
- Management and Leadership experience of recruitment, performance, appraisal and direct responsibility for operational staff

- Detailed knowledge of all primary legislation and policy relevant to the service, and experience of keeping abreast of relevant legislation / reforms
- Computer literacy, performance management skills and the skills necessary to work with and analyse information from management systems
- Ability to organise and prioritise work appropriately and to work flexibly under pressure to both self-determined and prescribed deadlines.
- Excellent interpersonal skills, including active listening and coaching skills

Qualifications

- Diploma or Degree Level Qualification in relevant area (essential)
- Post Graduate qualification in field of practice (essential)
- Registered Social Work Practitioner, SW England (essential)
- Qualification in, or working towards, Leadership/Management (preferred)
- Coaching certificate, or working towards (preferred)
- Enhanced DBS certificate required

Decision Making

- Responsibility for decision making according to the service’s scheme of delegation, including allocation of work in accordance with priorities, and decision-making regarding nature and timeliness of service provision for your service.
- Ensuring that team’s delivery meets statutory obligations and follows teams’ procedures, and that this is managed in accordance with corporate policy, and other procedures.
- Financial decision-making and responsibility for budget monitoring and for the control of income and expenditure. Managing the team's devolved budget within financial guidelines, agreed budget limits and within delegated authority. Controlling and monitoring expenditure, reporting and issues that require taking remedial action to the Team Manager.

Creativity and Innovation

- To respond to situations and use knowledge and experience to interpret the challenges faced and offer guidance and tailored support to children and their families in crisis, to safeguard and promote their welfare.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Social Workers (newly qualified to Senior Practitioner) • Social Care Workers • Hosted staff from alternate agencies as required. <p>Typical tasks supervised/allocated to others Information gathering; analysis, care planning; assessment; case; case transfer; case management; data upkeep, decision making, management of limited resources, budget responsibility</p>	<p>Budget Holder</p> <p>Asset Responsibility:</p>	<p>No</p> <p>No</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communicating clearly to a range of audiences and across organisational boundaries and levels.
- Representing the Team with external agencies and providers of services, particularly voluntary agencies.
- Sound written and oral presentation of ideas and information as part of formal reports, strategies and plans.
- Deputising for the Team Manager when needed
- Written analysis of financial and service specific information.
- Ability to understand, interpret and provide information in order to support the Team Manager to develop strategies, plans and services
- Experience and ability to chair meetings effectively (including Safeguarding /risk and care of Children meetings)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	