



Role Profile

Job Title: Service Manager (Principal Social Worker) – Practice & Development	Role Profile Number: SBC_12206
Grade: 12	Date Prepared: 14/05/2024
Directorate/Group: Children Services	Reporting to: Head of Service Practice, Performance and Quality Assurance

Role Purpose

The postholder is the strategic lead for developing and improving the quality of practice across the Children's Service. This includes leading, influencing and implementing various workforce planning and development activities required to meet social work regulations and reforms. The post holder will embed our culture, value base and practice framework, ensuring that children, young people and families are at the heart of all we do and that we continually strive to deliver outstanding practice. The postholder will have responsibility for all areas of practice, learning and development via the Academy, early careers and newly qualified programmes, participation and support quality assurance and review work in the wider Practice, Development and Quality Assurance team.

Children's Services provide services which follow specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing good quality services to support children, young people and their families.

The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best and consistently.

Key Accountabilities

- Be the lead for the development and implementation of quality of practice across the Children's Services, contributing to the strategic direction for practice development and improvement, embedding

the service culture, values base and practice framework, ensuring that children, young people and families are at the heart of all we do.

- Contribute to the Senior Management Team in order to bring influence and challenge, highlighting issues to the Director of Safeguarding and Corporate Director of Children's Services in terms of strengthening in practice as well as areas of concern.
- Set the direction for the development of outstanding practice, promote and develop innovation and practice development across the Service.
- Lead and contribute to strategies and actions which support us to embed a professional and accountable culture which ensures children and young people are at the centre of our decisions.
- Work closely with the DfE and national workforce reform bodies around practice development and innovation.
- Lead on the development and maintenance of practice standards across the service, ensuring that we continue to drive practice forward, to deliver an outstanding service for children, young people and their families.
- Act as the service lead for consultation and workforce planning, ensuring that we recruit, retain and develop a competent workforce who participate fully in a learning culture.
- Provide expert services and advice and influence operational delivery and strategic planning.
- Play a key role in working with our partners, within the organisation and externally, to ensure we are at the forefront of best practice.
- Provide strong leadership to drive practice development within the team and across the service.
- To act as a 'challenge' and 'change agent' to the system, in the role of 'critical friend' providing quality assurance on social work practice, supporting direct reports.
- To take lead responsibility for the review and development of policies and procedures relating to the delivery of frontline practice.

Knowledge & Experience

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

- In-depth knowledge and experience of the Professional Capabilities Framework and how this supports the training and development of social workers.
- Demonstrable experience and advanced understanding of relationship-based social work, systemic approaches, solution focused interventions and ideally the Family Safeguarding model. This would reflect and demonstrate an advanced understanding of its application to practice across services including children in care, Youth Justice, child protection conferences and children in care reviews, early help, and safeguarding services.
- Experience of delivering, chairing and facilitating training and workshops and complex meetings related to practice improvement and development involving children in care and safeguarding and child protection processes. Experience of chairing and facilitating Appreciative Inquires.
- Substantial experience of direct work with children and young people and their families within a social care context inclusive of having undertaken complex assessments.
- Extensive experience of working in partnership in complex cases where culture, race, gender, sexuality and disability are key factors in provision.
- Experience of acting in a supervisory capacity with students, social workers and practice teaching/ Mentoring/ Coaching staff or students, to enabling learning.

- Strong working knowledge of the legislative framework within which Social Care operates, inclusive of legislation, regulation and national guidance and procedures specific to this post.
- Thorough understanding of quality assurance frameworks and an ability to integrate and role model this into practice. Through use of your skills of analytical thinking and decision-making, you need to be able to diagnose themes, patterns and trends of information in order to interpret information accurately.
- Seeks to influence internal and external stakeholders. Develop and establish a rapport with partner agencies and key stakeholders. Creates, maintains and seeks to develop collaborative relationships both internally and externally to enhance delivery of objectives. Demonstrates ability to resolve conflicts and is able to navigate and respond positively to challenges.
- Commitment to active self-development and knowledge of leadership approaches. Demonstrates ability to manage workloads effectively and is able to demonstrate effective time management and prioritisation skills that ensures standards of work are maintained and deadlines are met. To formulate both own and support development of others training needs and support plans.
- High level of communication skills both orally and writing to a high standard with an ability to convey complex information in accessible form, including presenting to large internal/external groups. Including generating information for learning in the organisation.
- IT literate and willing to undertake further training as required.
- Satisfactory DBS enhanced disclosure will be a condition of this role.

Qualifications

- Professional social work qualification (degree or diploma) – essential.
- Registered Practitioner with SWE England - essential together with relevant post qualification experience working within Children's Services.
- Practice Educator or Assessor accreditation – preferred.

Decision Making:

- Responsibility for working closely with staff at all level both internally and across partnerships on matters within the areas of responsibility.
- Ability to lead on the design of training and workshops for staff across the service to ensure practice development and consistency.
- Leading, facilitating and chairing meetings, forums, engagement sessions and training determining content and course of action needed.
- Determines how to manage conflict and risk when they arise and within the parameters of council policy and/or statutory guidance.

Creativity and Innovation:

- Able to use own initiative; think laterally, to take a problem-solving approach to support the development of training, workshops, plans, and services.
- Excellent written and verbal communication skills.
- Influencing and negotiation skills in designing and developing new approaches to practice and service delivery to deliver best outcomes for children, young people and their families/carers.
- Ability to work in a collaborative manner with internal and external stakeholders to develop plans and services.

Job Scope:

Job Scope	Budget Holder	Yes
Number and types of jobs managed	Responsibility	.
Typical tasks supervised/allocated to others	Asset Responsibility:	

Budget and resources:**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)

- Build strong working relationships which inspire confidence and support, demonstrating awareness/sensitivity to needs of staff, stakeholders and partners.
- Manage situations effectively and proactively create solutions to issues – this can be directly related to a case or between/with partners.
- Engage and inform those taking part in learning and workshops
- Work with partners across agencies as needed and represent SBC in a professional manner at all times.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying: · Accountability at all levels · Customer care and pride in what we do · Continuous learning and evaluation · Valuing one another and the contribution each of us makes.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	

Line Managers Signature:	Print Name:
Date:	