



## Role Profile

<b>Job Title:</b> Team Manager	<b>Role Profile Number:</b> SBC_11615
<b>Level:</b> CFL 11	<b>Date Prepared:</b> February 2024
<b>Directorate/Group:</b> Children's Services	<b>Reporting to:</b> Service Manager/Head of Service
<b>Structure Chart attached:</b>	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.

Accountable for the team's overall performance, the Team Manager will support and promote our focus on quality assurance, value the importance of co-production and seek out the voice of the person in all aspects of service delivery. The Team Manager will ensure delivery against key team and service performance targets, support the efficiency agenda and embed processes to ensure teams are well led and high performing.

Responsible for the Team's wellbeing, the Team Manager will ensure everyone receives effective and regular, reflective supervision, the team's absence and recruitment requirements are well managed and everyone is provided with the right support, challenge and learning opportunities to remain competent in their role.

As an innovative and reflective leader, you will be able to demonstrate:

- a strong value base that informs your work with individuals, carers, families and partner organisations
- a relentless commitment to quality - and to be able to talk about what good practice 'looks like'
- a capacity for honest reflection and openness to learning;

- Ability to establish professional, effective working relationships with a range of partners/colleagues, individuals, families and their carers

### **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 the teams to ensure effective delivery of services within allocated agreed budgetary limits. You will be accountable for the team's staffing budget and support the delivery of the team and service efficiency agenda and targets, as agreed by the Head of Service
  - 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 to 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,
  - 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 be responsible for 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 understand and model practice and behaviours in line with corporate policies and codes of practice, including our corporate values and behaviours
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- You will encourage and model behaviours that promote inclusion and value diversity of the team as well as the people that access care and support
- You will ensure all Stage 1 complaints are comprehensively investigated and responded to in accordance with current policy, sharing learning with the Head of Service to inform continuous improvement plans
- 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.
- You will represent the Service at relevant internal and external meetings with voluntary and statutory bodies where appropriate
- You will undertake any other duties and responsibilities as may be required by the Service Manager commensurate with the grade of the post, including duties under the Civil Contingencies Act (2004)
- 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.

### **Knowledge & Experience**

*Candidates must have 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 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 Practitioner, HCPC, SW England (essential)
  - Qualification in leadership/Management (preferred)
  - Coaching certificate (preferred)
  - Enhance DBS certificate.
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## **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 teams' 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 Head of Service

## **Creativity and Innovation**

- Appetite and energy for continuous improvement and development, understating of national and regional policy and improvement agendas
- Ability to analyse performance data to recognise, report and plan for change

## **Safeguarding**

For all roles within Children's Social Care. All children have the right to grow up safe from harm and the Children Act 1989, and 2004 place duties on all agencies to promote and safeguard the welfare of children in need and at risk in their local area. A child is defined within the Children Act 1989, as anyone who has not yet reached their 18th birthday. The Swindon Safer Partnership new 2024 guidance on Levels of need is aimed at every agency, statutory, voluntary, private and independent which works directly or indirectly with children, young people and families. The purpose of this guidance is to help agencies identify a child's degree of need and respond appropriately. The threshold document includes: The assessment framework to determine and decide when a case should be referred to the local authority children's service referral and assessment team for statutory services under: section 17, section 47, section 31 and section 20 (Working Together 2023)

## **Job Scope**

Job Scope Number and types of jobs managed: 5 (Team 10-25 people)  Assistant Team Managers Advanced Social Workers, Experienced SW  Typical tasks supervised/allocated to others: Information gathering, analysis, care planning, assessment, case, case transfer, case management, data upkeep, complex decision making, management of limited resources, budget responsibility.	Budget Holder  Staffing Budget & Scrutiny of care budgets Responsibility   Asset Responsibility:	Yes Stated as £500 per child per year      No
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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 Service Manager/ Head of Service when needed
- Written analysis of financial and service specific information.
- Ability to understand, interpret and provide information in order to support the Head of Service to develop strategies, plans and services
- Experience and ability to chair meetings effectively (including Safeguarding /risk and care of Children meetings)

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	