

<b>Job Title:</b> Social Work Operational Manager	<b>Role Profile Number:</b> SO4079
<b>Grade:</b> R <b>Salary:</b>	<b>Date Prepared:</b> June 2014
<b>Directorate/Group:</b> Children, Families and Community Health	<b>Reporting to:</b> Social Work Group Manager
<b>Structure Chart attached:</b>	Yes

**Job Purpose**

To operationally manage and supervise the team to ensure high quality service to children; 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 Group Manager in the determination of priorities, and through effective management and supervision of social care staff, ensure children are safeguarded and their welfare promoted.

To assist in the initiation and implementation of operational business plans, legislation and policy guidance for the delivery of the Council priorities.

**Key Accountabilities**

- To undertake work in accordance with legislation, guidance and protocols and have a clear understanding of how the role contributes and adds value to outcomes for children and their families.
- To undertake the necessary investigations using information from various sources in addition to direct contact with families, children and professionals to analyse and determine the level of support and actions required.
- To have a robust oversight of care planning with a focus on timely progression to permanence.
- 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
- To ensure that social workers 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.
  - To offer 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.
  - Lead and supervise team members on a day to day basis, including their performance management through regular supervision and appraisal, in order to deliver a high quality and consistent service.
  - Ensure that monthly activity and performance feedback is provided to the Group Manager.
  - Motivate and develop the team through learning opportunities that ensure that the competencies and professional practice required to achieve the aims and objectives of the service are met.
  - Undertake audits and collect service user feedback on the service to enable robust reporting and management information as well as identifying areas for service development and improvement.
  - Ensure that the service meets its statutory obligations and ensure that departmental and council procedures are effectively implemented and followed.
  - In liaison with the Group Manager, contribute to business planning within the Team.
  - Promote the development and maintenance of high standards within the team in accordance with the Councils and the Service's values and behaviours.
  - Promote corporate working across teams, and wider across the organisation, ensuring that every opportunity is taken to develop a wider understanding of the child's journey and the impact that other areas of the Council have on this.
  - Develop relationships and information sharing across teams to enhance overall decision making in the best interests of the child.
  - Ensure engagement and understanding of performance measures within the Team and be able to accurately describe the contribution made in achieving outcomes.
  - Represent the Team at internal and external meetings with voluntary, partner and statutory bodies where appropriate.
  - Contribute to and participate in his/her own personal development programme.
  - Undertake any other duties and responsibilities as may be required by the Group Manager commensurate with the grade of the post.

### **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 Group 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:

- Direct responsibility for operational staff
- Considerable experience of services to vulnerable people
- Substantial post-qualification experience in a relevant setting
- Experience of the whole range of Children in Need Services
- Understanding of the full range of early help services and ability to recognise children and families who would benefit from early help
- Demonstrable working knowledge of relevant legislation, guidance and policy context relating to the work of Social Care and Early Help services relevant to the service area
- Commitment to a child-centred approach
- Commitment to team work and engagement
- Commitment to multi-agency working across a range of services to promote better outcomes for children and families.
- A focus on performance management and service development
- Excellent interpersonal skills
- Ability to work to tight deadlines in often pressured environments.

**Qualifications**

- Health and Care Professions Council (HCPC) recognised social work qualification and HCPC registration.

**Decision Making**

- Analyse and evaluate information to make decisions on the levels of risk and support required for children and their families.
- Audit work of others, ensuring robust planning and safeguarding measures are being undertaken and make recommendations for improvement and/or development
- Prioritising key intervention work, determining strategies and ensuring timely progression of plans
- Swiftly understand, interpret and provide complex information to a range of audiences.

**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><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Social Workers (newly qualified to Senior Practitioner)</li> <li>• Social Care Workers</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</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)*

- Children and their families and other member of the public who raise concerns about a child.
- Other professionals e.g. teachers. Health professionals, police officers, housing officers, voluntary sector organisations
- Social Care Management Team
- Other service areas across the Council

**Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

**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).

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