



<b>Job Title:</b> Team Manager	<b>Role Profile Number: SO4068A</b>
<b>Grade: S</b> <b>Salary:</b>	<b>Date Prepared:</b> June 2015
<b>Directorate/Group:</b> Children, Families and Community Health	<b>Reporting to:</b> Service Manager
<b>Structure Chart attached:</b> Yes	<b>Enhanced DBS Check required :</b> Yes

### **Job Purpose**

To ensure that the team provides a 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 determine priorities, assess need, and safeguard children so as to promote positive outcomes in line with national standards, working closely and collaboratively with other areas of childrens services; partner and other external agencies.

To initiate and implement strategies and plans, operational business plans, recent research, legislation and policy guidance for the delivery of the Council priorities, to achieve national government expectations and performance to local and national targets. To ensure these are known and understood by all staff.

To contribute to the strategic development of children's social care and Children, Families and Community Health more widely through taking lead responsibility for specific aspects of work. With other managers and partner agency colleagues, to develop and deliver high performing and targeted services to improve and achieve best outcomes for children and their families.

## **Key Accountabilities**

- Provide line management and supervision to the Assistant Team Managers within the Team.
- Ensure all staff are well managed, motivated and developed through learning opportunities that make use of evidence and effective methodologies, and that enhances their professional practice, within service aims and objectives. This includes the implementation of appraisals, as well as through both individual supervision and team reflection and learning, to ensure learning is translated into practice and service development.
- Promote and develop good working relationships in accordance with employee relations policies and codes of practice agreed by the Council, and follow agreed procedures for the speedy resolution of grievances, capability, the maintenance of discipline and absence control.
- Manage staff, the working environment and working practice by demonstrating personal and professional example and demonstration of the Council's values and behaviours.
- 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.
- Oversee the allocation monitoring and audit of work ensuring there is high quality response, analysis, decision making, planning and review in place, recorded accurately and concisely.
- Within delegated authority, ensure that complaints are responded to and investigated in a timely manner in accordance with policy.
- Contribute to business planning of children's social care and Children, Family & Community Health more widely to achieve the Council's priorities.
- Develop the team's business plans in line with the Service Business Plan and co-ordinate and oversee its implementation.
- Promote collaborative working across teams, and Children, Family & Community Health, and ensure consistency. Promote effective and efficient multi-agency working to meet the needs of all children, including disabled children.
- Ensure that all policy and operational consequences of legislative changes and guidance together with Departmental and Council strategies are effectively translated, implemented and understood by the team.
- Gather and process relevant data and information and provide regular, timely and well-informed advice and information to the Service Manager as required.
- Maintain accurate and effective Management Information and statistical systems and achieve designated targets and objectives.
- Develop effective mechanisms for measuring customer experience of the service and impacts of the service on outcomes for children.
- Ensure that all team members are actively involved and aware of team and individual performance issues and have the ability to actively engage in increasing performance, satisfaction and impact of the service.
- Advise the Service Manager on matters of operational development, trends in the usage of services and unmet need.
- Establish and maintain effective information, communication participation and consultation with service users, carers, staff, and external statutory, voluntary and community agencies.
- 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.

- Contribute to and participate in his/her personal development programme.
- Prepare such reports and presentations as may be required by the Director and attend meetings with Elected Members when necessary.
- Represent the Team and Group at relevant internal and external meetings with voluntary and statutory bodies where appropriate.
- Undertake any other duties and responsibilities as may be required by the Service 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

### **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 Development
- Post qualification and evidence of diverse practice in a front line children's social care setting with Child Protection, Children in Care and Children in Need services.
- Management experience of recruitment, performance, appraisal and direct responsibility for operational staff.
- High level budget management and audit skills.
- Detailed knowledge of childcare legislation, statutory guidance and policy, South West regional safeguarding procedures, and court procedures relevant to the work of Children's Services.
- Knowledge and understanding of national and local performance indicators and targets, and in managing performance and quality within service delivery.
- Knowledge and understanding of current thinking and developments in research and methodology.
- Demonstrable commitment to equality and diversity.
- Demonstrable leadership skills, credibility and integrity and change management skills.
- Computer literacy, performance management skills and the skills necessary to work with information management systems.
- Knowledge of good supervisory practice.
- Ability to produce and present detailed and complex reports and to understand, interpret and provide complex information.
- Ability to organise and prioritise work appropriately and to work flexibly under pressure to both self-determined and prescribed deadlines.
- Excellent interpersonal skills.

## Qualifications

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

## Decision Making

- Responsibility for decision making according to the Children and Families scheme of delegation, including allocation of work in accordance with priorities, and decision making regarding nature and timeliness of service provision for children and families.
- Ensuring that service delivery meets statutory obligations and follows the South West Regional Safeguarding Children procedures, and that this is managed in accordance with Departmental policy, practice LAC 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 and agreed budget limits and within delegated authority. Controlling and monitoring expenditure, taking remedial action as required, enabling cost effective service delivery, which optimises the use of all resources. Participating in the budget-setting process.
- Ability to contribute to the short and long-term planning processes and to problem solving, and to match services to local requirements

## Creativity and Innovation

<b><u>Job Scope</u></b>  <b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• Assistant Team Manager(s) (direct)</li><li>• social workers (indirect)</li><li>• social care workers</li></ul> <b>Typical tasks supervised/allocated to others</b> Information gathering; analysis, care planning; assessment; case; case transfer; case management; data upkeep	<b>Budget Holder</b>  <b>Responsibility</b>     <b>Asset Responsibility:</b>	Yes  .
---	---	--------------

## 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)*

This post will require the ability to communicate clearly to a range of audiences and across organisational boundaries and levels.

- Service Manager for supervision, appraisal and line management.
- Peers, colleagues and a range of external agencies in relation to developing robust plans for children and families
- Director Children and Families and other senior managers in relation to service development,

- performance/forecasting, information sharing
- Colleagues across LA in relation to finance, complaints, performance, strategy and commissioning, to monitor performance, budgets, and to identify areas of achievement and improvement.
- External partners; voluntary organisations and other external agencies to build and maintain relationships to widen range of opportunities for children and family support packages
- Children and their families to convey decisions in complex cases or where there are complex or contentious relationships with the authority where a high level of diplomacy is required.

**Values & 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>	