

Job Description and Person Specification

Team Manager

A Lambeth to be proud of



Job Title: Team Manager

Department: Children's Services

Division: Children's Social Care

Business Unit:

Grade: PO6

Reports to: Service Manager

Responsible for: Social workers and Personal Advisors

Context

Children's Services deliver services to vulnerable children, young people and complex families. The role reports directly to a Service Manager and will be a member of a team of professionals focussed in delivering excellent social work practice within a particular area of service.

- To lead in the delivery of high-quality social work practice.
- Specific operational and staff responsibilities vary across different service areas

Job Purpose

- Managing the day-to-day operational business of the team and a team of social workers responsible for safeguarding and promoting the best interests of children in accordance with the statutory framework.
- Through management of staff and resources ensure that services are delivered in accordance with the Government policy, (keeping up to date with new proposals and initiatives) legislation, council policies and departmental procedures and that these are customer-focused and of the highest possible quality
- Provide leadership to frontline staff in delivering and implementing any future changes in policies, procedure or other developments.
- To support the Service Managers within their individual service areas by supporting, and advising on strategy, policy and future direction of the service, ensuring effective feedback and translation into service delivery.
- Keep senior management informed of any issues or shortfalls in service providing suitable action plans to address these matters.
- To have lead responsibility for meeting the performance targets of the team and to report these to managers and staff as required
- To manage budgets and expenditure so as to ensure that resources are optimised. in line with eligibility criteria and priority levels as prescribed in assessment and care management policies and procedures, financial regulations, ensuring value for money.
- To provide leadership in ensuring effective working relationships with other parts of Children's Services, the Council Departments (in particular Education, Housing and Adult Social Care), external agencies (Health, police etc) and the third sector.

Responsibilities

1. To be responsible for the team workload and ensuring that the case management of every child for whom they are responsible is in best interest of the child.

2. To ensure the workload of the team is prioritised appropriately and is distributed among social work team members, making best use of their skills and capability and ensuring the safety of each child is paramount.
3. To provide regular and reflective supervision meetings to designated members of the team, in order to monitor care plans, practice quality and performance, taking remedial action when necessary and to undertake all required staff management responsibilities in line with Council procedures.
4. To ensure communication within the service is maintained including regular team meetings and are held to discuss the business of the team, review its performance and brief team members about corporate and care management issues.
5. To work in partnership with peers across the service and represent the service, with external agencies, including court attendance, ensuring the care planning meets the needs and the safety of the child.
6. To chair case meetings, including reviews, to ensure care plans are in the best interests and safety of the child.
7. To regularly collate and report management information to enable service workloads, activity and quality to be managed effectively.
8. To ensure all actions of team members comply with the Council's policies on diversity, equal opportunities and Health & Safety, leading through role model behaviour.
9. To achieve the agreed performance targets of the service by taking responsibility for co-ordinating, developing, monitoring and evaluating the activities of staff and promote high standards of performance.
10. To manage the team's processing and maintenance of referral, service activity and service user information on all appropriate systems including Mosaic.
11. To ensure that all work is allocated in line with workload management arrangements and be involved in the development and maintenance of recording and monitoring systems related to work allocation, workload, care plans and outcomes.
12. Utilising IT and direct communication, monitor the quality and consistency of social care plans, giving particular attention to race, culture, age and gender appropriateness. Ensure adequate systems and procedures are in place to regularly monitor the number, nature and quality of assessments of social care needs carried out by team members and report on same as required.
13. To manage any performance, sickness or conduct related concerns regarding team members in line with HR procedures and Council policies.
14. To conduct regular case audits as requested and in support of the Quality Assurance team.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Qualification	Q1	<ul style="list-style-type: none"> • Recognised Social Work Qualification i.e., CQSW, DipSW, BA/MA Hons Social work or other relevant degree in social work 	✓A
	Q2	<ul style="list-style-type: none"> • Current Social Work England Registration 	
Key Knowledge	K1	<ul style="list-style-type: none"> • Significant operational and strategic experience of working within a front-line statutory child protection setting. 	✓A
	K2	<p>Thorough knowledge of proposed and actual legislation, statutory regulations and Government guidance and standards relevant to children in need/child protection/children looked after and care planning</p> <ul style="list-style-type: none"> • Detailed knowledge of the wider Social Work legislation, organisational policies, practices and procedures. Relevant up to date working knowledge of legislation relevant to specialist area of the post e.g., Children Act 1989, Adoption and Children Act 2004, Working Together 2013, Fostering regulations and Standards, Public Law Outline. • To keep abreast of changes in legislation: national and local trends. To develop and maintain a working knowledge of major Council policies, procedures and practice guidance notes and work within them at all times 	
	K3	<p>Up to date professional and technical expertise in relation to children in need</p> <ul style="list-style-type: none"> • To support a team with guidance, advice and clear direction when require • Knowledge and understanding of equality and diversity issues 	✓A

Relevant Experience	E1	<p>Significant post qualifying experience of working social care setting with children in need.</p> <ul style="list-style-type: none"> • Social Work experience with children and families including: • Assessment work in a children and families setting. • Child protection and Court work. • Duty system. • Relevant experience of staff and/or student supervision or mentoring • Experience of supporting a team with guidance, advice and clear direction when require • Providing advice to team members on a variety of Child Protection cases • Ability to develop strategies to support children in need and to take appropriate action to formulate plans for intervention. • To demonstrate the ability to manage robustly a range of priorities, demands and analytical information to ensure that the service is being delivered effectively and team workloads are balanced. 	✓A
	E2	<p>Experience of managing or supervising in children's social services.</p> <ul style="list-style-type: none"> • To supervise the work of qualified staff and support staff as determined by the service manager and with accountability to the service manager. This will include staff induction and professional development and evaluation for supervisees. • Ability to give advice and consultation to team members in casework issues, make clear casework decisions and execute them. 	
	E3	<p>Experience of working collaboratively with other services, e.g., Health and service users to deliver a responsive and co-ordinated service.</p> <ul style="list-style-type: none"> • Ability to communicate effectively in a manner that is clear, fluent, concise and jargon free and in a courteous, calm and professional manner. • To provide management, consultation, professional support, advice and guidance to others across the Service. • To participate in inter-agency working specifically with Police, Education, the Health Authority, Housing, the Probation Service and other statutory/voluntary organisations 	✓A

Core Values and Behaviours	Equity <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
	Kindness <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
	Accountability <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise 	

	<ul style="list-style-type: none"> • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
	<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	