

## Wirral Council: Job Role Descriptor

<b>Job Role:</b>	<b>Team Manager (2)</b>
<b>Service:</b>	<b>Children's Care Services</b>
<b>Reports to:</b>	<b>Service Manager</b>
<b>No. of Subordinates:</b>	<b>6-8</b>
<b>HR USE ONLY</b>	
<b>Job Role Ref:</b>	<b>PC</b>
<b>Job Family:</b>	<b>People Care</b>
<b>Grade:</b>	<b>EPO6</b>

### JOB ROLE PURPOSE

Lead and manage a team to deliver high quality, effective and consistent social work practice, ensuring that the greatest care and diligence is maintained to achieve the best possible outcomes for children, young people and their families.

### KEY TASKS

1. Ensure that all contacts/referrals are signposted to or allocated to appropriate staff quickly and efficiently, enabling a professional decision to be made by the relevant workers in line with agreed standards.
2. Ensure workloads are managed within the agreed guidelines for casework.
3. Work collaboratively with partners and other professionals to drive the quality of the service provided to children, young people and their families.
4. Oversee and scrutinise practice, evidenced through case audit, supervision and observations.
5. Undertake effective, reflective supervision, holding practitioners to account where poor performance is identified and providing appropriate support and guidance.
6. Guide and support the professional development of team members, recognising and nurturing talent so that employees reach their full potential.
7. Facilitate mentoring and coaching for newly appointed Team Managers and aspiring Team Managers.
8. Oversee social work interventions where the voice of the child is heard, fully considered and acted upon.
9. Maximise financial capacity and support others in managing and sustaining value for money, challenging the team to identify, analyse and share best financial opportunities.

- 10. Create an environment where clear communication and engagement supports a culture of openness and transparency: where employees feel empowered, valued and listened to.
- 11. Contribute to and champion the development of children’s services, locally and regionally.
- 12. Support Service Managers in taking the lead on specific service related projects.

**KEY RESPONSIBILITIES**

**People**

- Ensure that staff and key stakeholders are briefed appropriately in relation to council wide communications and matters relevant to the Service area.
- Oversee and scrutinise the quality of the service and practice to make sure decisions are made in the best interests of the child, young person and their families.
- Manage staff in line with agreed social work standards and organisational policies and procedures.
- Liaise and build collaborative multiagency relationships taking responsibility for promoting the organisation and its services and shaping its future direction.
- Comply with service procedures and legal requirements to manage and respond to enquiries and complaints.
- Deal with enquiries from Councillors and attend Committees as required.

**Financial**

- Ensure budgets are managed efficiently and effectively in line with corporate guidelines.
- Escalate budget concerns and risks to Service Manager.
- Advise and guide Team Manager 1 in effective budget management and in understanding the importance of maximising financial capacity.

**Strategic**

- Operate within relevant professional regulatory standards, the Wirral Council Manager Practice Standards and the DFE knowledge and skills statements for practice supervisors.
- Keep abreast of legislative and policy changes/ emerging issues to inform the service and provide interpretation and direction as and when requested.

Keep abreast of service developments and organisational changes, identifying opportunities and making recommendations to improve the efficiency and effectiveness of the service.

Work locally and regionally to identify best practice and initiatives that could influence practice, policy and performance.

Establish and maintain partnerships to deliver on strategic objectives and service targets (Wirral Plan).

Contribute to business function and service plans and lead on the delivery of plans at service level.

### **Resources**

Exercise discretion at all times regarding confidential information and observe relevant codes of practice and legislation in relation to data protection and personal information.

Manage people resources in line with the council's people performance policies. Mentor and coach newly appointed Team Managers where required.

Audit and scrutinise children's records, advising on good quality recording, analysis of need and report writing.

Procure goods and services to deliver appropriate care/commissioned packages of care.

### **Planning and Organising**

Plan own work and that of the team ensuring specified timescales are met.

Analyse and share information regarding individual, team and service performance.

Make proposals on resources, objectives and targets for service planning and work with Service Managers in progressing their development.

Carry out supervisions in accordance with the Supervision Policy.

Ensure casework allocation is managed in accordance with the guidelines for casework and children's records are subjected to rigorous regular audit.

### **Decision Making**

Oversee good quality decisions about the type of response or investigation to be undertaken, making best use of the available skills, knowledge and capacities of the team.

Make judgements on complex cases taking into account risk and justifying decisions and act as a point of escalation for Team Manager 1.

Hold practitioners to account when there is evidence of poor or under performance through effective supervision and support or the use of appropriate sanctions.

## **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS**

### **Essential Criteria**

#### **Qualifications:**

- Social Work qualification e.g. Degree in Social Work; Dip SW.
- Registered with the Health and Care Professions Council (HCPC) and able to evidence this.
- Evidence of continued professional development (CPD).

#### **Knowledge & Skills:**

- Evidence of local budget management and regulations at strategic and operational levels.
- Sound knowledge and understanding of relevant legislation relating to children and young people, care leavers and families.
- Ability to analyse information and form a judgement regarding appropriate interventions with children, and their families.
- An understanding of the social care framework for information sharing between professionals and agencies.
- Knowledge of statutory power and authority in exercising judgement.
- An excellent understanding of robust quality assurance and its impact on outcomes.
- Ability to prioritise, organise and plan tasks, meeting agreed timescales.
- Ability to analyse performance information and put in place an improvement plan to address any issues.
- Ability to challenge the impact of discrimination and deprivation.
- Displays excellent communication skills and professionalism in building and developing influential and respectful partnerships.

- Demonstrates self-awareness and the ability to inspire and motivate others.
- Ability to develop a culture of learning and improvement where staff are sufficiently stretched and developed to meet their aspirations.
- Ability to work within a challenging and testing environment.
- Proactive approach to understanding the developing children's social care landscape, regionally and nationally.
- Knowledge and understanding of maintaining accurate and efficient systems and records, evidencing a contribution to development.
- Ability to develop performance monitoring systems that ensure consistently high quality Social Work practice.
- Ability to converse with members of the public and provide advice in accurate spoken English.

**Experience:**

- Extensive experience of managing a team within a Social Care environment.
- Experience of dealing effectively with employee performance management issues in line with corporate policies.
- Significant experience of mentoring and coaching others across all levels of social care practitioners.
- Significant experience of dealing with complex cases carrying risk of harm.
- Experience of working with children and families in statutory services.
- Experience of working with partner agencies.

<b>Desirable Criteria</b>
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**Qualifications:**

- Management qualification ILM level 5 or equivalent.

**Knowledge & Skills:**

- Knowledge of people management policies and procedures.

**Experience:**

- Significant experience of managing complex cases carrying risk of harm across a range of social care settings.

### **ADDITIONAL WORK ELEMENTS**

Able to travel within or outside the Borough.

Required to work outside office hours when necessary.

Exercise high emotional intelligence and demonstrate a developing emotional resilience in relation to the job role.

May have responsibility as key holder.

#### **NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

**Signed Head of Service**

**Date**

Simone White

Deputy Director, Children's Care Services

1<sup>st</sup> December 2017