



Job Title: Team Manager, First Response Team

Grade: MG1 £43,800 - £50,106 and
Market Supplementary payment of up to £1,500 per annum

Reports to: Head of Service

Directorate: Children and Young People Service

Date: March 2017

A. ROLE PURPOSE

To manage and supervise a team of Social Workers, Senior Practitioners and other social care staff, providing a service to children in need, including those in need of protection, children looked after, children subject to public care proceedings and, where directed by the court, children subject to private proceedings.

To ensure the provision of a high quality, cost effective and efficient social work service to children and their families.

To ensure that the delivery of the service is within agreed strategic, operational and financial priorities and that it is in accordance with statutory responsibilities, policies and procedures.

To ensure that the key performance targets, as they apply to the team, are met.

B. DIMENSIONS

- Management of Team budget
- Management and supervision of staff directly, and through others (< 15)
- The standard Team structure may comprise of the following posts;
 - Team Manager
 - Advanced / Senior Practitioner
 - Social Worker
 - Social Care Assistant
 - Trainee Social Worker
 - Administrator
 - Multi Agency Partners or Morning Lane colleagues
- Quality Monitoring & Management Information
- Complex, high level case management

C. CONTEXT

This post is responsible for the following services and outputs;

- Operational social care provision
- Team development
- Financial management of the Team's budget
- Managing information and quality monitoring Team activity

D MAIN DUTIES / ACCOUNTABILITIES

Generic Duties / Accountabilities:

| | Generic Duties / Accountabilities |
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| 1. | To manage the Team so that the service provided is responsive to legislative requirements as well as corporate and national priorities. |
| 2. | To formulate an annual Team Performance Directed Business Plan to ensure that the Team has clear priorities and that appropriate resources are allocated and managed accordingly. |
| 3. | To motivate, develop and performance manage a Team of staff capable of meeting its objectives through the process of induction, training, supervision and Team meetings. |
| 4. | To undertake recruitment and selection of new staff within agreed procedures. |
| 5. | To retain an overview of the Team's workload at all times and to ensure that allocation, assessment, planning, monitoring and review functions are undertaken in an efficient and effective manner. |
| 6. | To be responsible for achieving and maintaining best practice standards and quality assuring all aspects of the Team's performance. |
| 7. | To be responsible for the Team's operational and practice development and contribute to Service developments as appropriate and necessary. |
| 8. | To ensure that the Team is responsive to User's needs, comments, questions and complaints and to investigate and resolve issues at a local level wherever possible. |
| 9. | To ensure that the Team engages and works together with other professionals and partner agencies to support children and their families. |
| 10. | To monitor Team expenditure in line with managerial delegated authorities, the Team Business Plan and Best Value principles. |
| 11. | To ensure that the Team provides a service in a manner that promotes the Council's approach to diversity. |
| 12. | To ensure that the Team undertakes its work with due regard for the Council's approach to |

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| | health and safety. |
| 13. | To ensure that the Team is compliant with IT systems supporting access to User data and casework and produces management information that reflects activity in relation to workflow and performance. |
| 14. | To prepare for regular supervision and individual performance appraisal and development and pursue agreed plans as appropriate and necessary. |
| 15. | To work effectively as a member of Children's Services Management Team taking responsibility for leading staff, managing change and contributing to specific service developments and initiatives. |

| Team Specific Duties / Accountabilities | |
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| 1 | To be fully conversant with operational and practice issues pertaining to the delivery of frontline social care services and to be accessible and responsive to the Team. |
| 2 | To undertake and document regular supervision about casework, professional and business issues, directly and with assistance from the Advanced / Senior Practitioner, for all members of the Team. |
| 3 | To ensure that all referrals are responded to in a prompt and timely manner and that children most in need are prioritized and responded to appropriately. |
| 4 | To ensure that the Team undertake assessments in accordance with the Assessment Framework, using other more specialist assessment tools where necessary and appropriate, to ensure that they are completed within the statutory timescale and that they include an analysis of the needs and circumstances of each child and family. |
| 5 | To ensure that every child for whom the Team is responsible has an up to date and outcome focused Plan that clearly states the necessary action, the responsible professional(s) and agreed time scale for completion. |
| 6 | To ensure that every child for whom the Team is responsible is visited and monitored in accordance with statutory and procedural requirements and in line with best practice standards. |
| 7 | To chair all appropriate meetings with Parents/Carers, children/young people and other professionals and ensure that written notes of the outcome and decisions are distributed promptly. |
| 8 | To be responsible for the content and quality of all reports submitted on behalf of the Team including reports to Child Protection Conferences, Child Looked After Reviews, Court hearings etc.... |
| 9 | To ensure that there is on-going consultation with the Parent/Carer, the child/young person and other professionals to ascertain their views, wishes and feelings about each child's Plan and that this is regularly reviewed in accordance with statutory and |

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| | procedural requirements and in line with best practice standards. |
| 10 | To ensure that staff work in partnership with Parents/Carers and together with other professionals and partner agencies to reach agreement about the best way to effect change and secure a positive outcome for the child/young person. |
| 11 | To take responsibility for taking and recording managerial decisions about casework with children and families and to ensure that this is done in consultation with Senior Managers, relevant others (e.g.: Legal Services) and appropriate funding/resource Panels, where appropriate and necessary. |
| 12 | To advise and alert the Service Manager on a need to know basis about any situation that may be contentious, complex, critical or costly to the Service so that an appropriate risk assessment and management plan is put into place. |
| 13 | To represent and/or deputise for the Service Manager as agreed whenever necessary and appropriate. |

E. KNOWLEDGE AND EXPERIENCE:

| KNOWLEDGE AND EXPERIENCE | |
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| 1. | This position requires that the postholder has a recognised professional Social Work qualification (e.g.: CQSW or Dip SW) and a minimum of three years post qualifying experience, including the management and supervision of social care staff undertaking statutory work with children and families, preferably in a fieldwork setting. |
| 2. | The postholder must be registered with the Health and Care Professions Council as a social work professional. |
| 3. | This post is exempt from Section 4 (2) of the Rehabilitation of Offenders Act 1974 as the duties allow the postholder access to children and young people under 18 years of age. Applicants are not entitled to withhold information about any convictions, spent or otherwise, and are required to notify the Council of any matters pending. |
| 4. | The postholder should have a recognized management qualification at CMS level or equivalent, or be willing to gain this qualification within agreed timescales. |
| 5. | The postholder must have a sound working knowledge of all statutory duties and responsibilities relating to children and families, including; <ul style="list-style-type: none"> • Legislation • Regulations and Standards • Government Objectives & Initiatives • National and Common Assessment Frameworks • |
| 6. | The postholder must have a proven track record of achievement in the following areas; <ul style="list-style-type: none"> • performance management and quality assurance processes • focusing on the needs of children and young people • user consultation and participation |

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| | <ul style="list-style-type: none"> • evidence based outcomes • best practice standards and best value principles |
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F. COMPETENCIES:

The competencies and the levels required for this role are as follows;

| Competencies: | Level |
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| Improvement and Innovation | 2 |
| Focusing on the Customer Initiative | 3 |
| Decision Making and Responsibilities | 2 |
| Building a Successful team | 3 |
| Integrity and Living the Values | 2 |
| Respect for Others | 2 |

5. SELECTION CRITERIA

Note for applicants – The selection criteria specifies the knowledge, experience, skills, abilities, qualifications and training required to perform the duties of the post for which you are applying.

In your application you will need to explain how your knowledge, experience, skills, abilities gained in paid or unpaid work, study or training, meets each of the selection criteria marked ‘A’ below, including your awareness, understanding and commitment to equality and diversity in employment and service delivery. If you fail to do so, you will not be shortlisted.

Shortlisting will be on the basis of assessing the selection criteria marked ‘A’

| Ranking Order | Knowledge Indicator | Method of Assessment |
|---------------|---|-----------------------------|
| 1 | a) Broad working knowledge of all relevant legislation relating to children, young people and families (including but not restricted to child care, homelessness, mental health, asylum and disability) | A |
| 1 | b) Examples of best practice and evidence based interventions that improve outcomes for children, young people and their families. | I |
| 1 | c) Range of universal, targeted and specialist services and associated thresholds operated by statutory and voluntary sector providers. | I |
| 1 | d) Regulatory and inspection frameworks governing children’s services. | I |
| 1 | e) ICT solutions and ICS framework | I |
| | Experience | Method of Assessment |
| 1 | f) Significant managerial experience of statutory local authority front line social work services, including children in need of care and protection services etc. | A / T |
| 1 | g) Demonstrate working experience of delivering and/or managing a range of other children’s services, for example special needs, early years, targeted youth services etc. | A / T |
| 1 | h) Extensive partnership work, particularly multi-disciplinary and multi-agency work within a statutory framework | A / T |
| 1 | i) Providing professional supervision, team building, reflective learning and development. | A / T |
| 1 | j) Experience of managing or contributing to the process of preparing for and participating in regulatory inspection(s) (e.g.: Ofsted or YJB) | A / T |

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| 1 | k) Delivering demonstrable service and performance improvements | A / T |
| | Education, Qualifications and Training | Method of Assessment |
| 1 | l) Social Work Qualification | A |
| 1 | m) Continuing professional development | A |
| 1 | n) Recognised managerial qualification (e.g.: CMS or DMS) or willingness to undertake training to acquire | A |
| 1 | o) HCPC registration | A |
| 1 | p) ICT systems training (e.g.: GroupWise, Fwi & SAP) | I |
| | Skills and Abilities | Method of Assessment |
| 1 | q) Excellent verbal skills (including on a 1 to 1 basis and public speaking events) | I |
| 1 | r) Excellent written skills (including report writing, correspondence and casework analysis). | A / T |
| 1 | s) Excellent assessment and analytical skills (including complex casework and ability to undertake audits, investigations and reviews. | I |
| 1 | t) Ability to form, develop and maintain effective partnership relationships | I |
| 1 | u) Ability to manage a budget and deliver value for money | A / T |
| | Other Essential Factors | Method of Assessment |
| 1 | v) Satisfactory enhanced DBS | Any offer is dependent upon satisfactory DBS |
| 1 | w) Ability to work unsocial hours | |
| 1 | x) Satisfactory health and attendance | |