



Job Title: Team Manager Edge of Care/ SC Camhs	Grade: P06
Section: Clinical Services	Directorate: Early Help and Children’s Services
Responsible to following manager: Head of Service Clinical Services	Responsible for following staff: Management Oversight of CAMHS Clinical Psychologists, 1 full time, 3 part time. Management and Supervision of Edge of Care Team – Assistant Team Manager, Adolescent Outreach Workers within the Edge of Care Team, 4 full time. Development of Volunteer Mentoring Scheme within Sc CAMHS
Post Number/s: C2801	Last review date:

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The core purpose of the role is to ensure that all young people remain safe and have improved outcomes as a result of the provision of high quality targeted specialist interventions. This team will provide targeted interventions that address a need or concern that might otherwise result in a young person, specifically adolescents, being accommodated, and intervention to avoid placement breakdown if the young person is accommodated. Specifically, the role will be part of a team who will work with and support adolescents and their families. The role will also require the oversight of the provision of mild to moderate mental health needs for all children in the borough. Liaison with CAMHS services to ensure timely and appropriate service provision.

The role will have a major contribution to make to the delivery of our vision and strategic priorities, by managing the delivery and performance of high-quality targeted work to children and their families across the Team.

Important internal relationships:

The role, alongside the Head of Clinical Services will need to establish and maintain strong relationships with Team Managers and Service Managers across the Children and Families Division and with services within the Early Help Division.

- All teams and staff within the Children and Families Division and Safeguarding Standards Service
- Heads of Service, Service Managers and Team Managers across Wandsworth Children's Services.
- All staff across Early Help and Education, Performance and Planning.
- Colleagues from teams across the Shared Staffing Arrangement (SSA)

Important external relationships:

- Children, young people, and their families
- All relevant partner organisations that Wandsworth Children's Services works in partnership with including schools, external service providers and the private and voluntary sector including foster carers and residential care providers; Police; Probation; Representatives of the key government departments, national bodies and networks; Local residents and other customers

CS Current Specific Duties and Responsibilities

these are:

1. Effective team management
2. Delivery of high quality, reflective supervision
3. Effective management oversight
4. Quality assurance
5. Performance Management
6. Effective management and delivery of change

Team Management:

- To manage a team of staff, including recruitment/retention, induction, training and development, performance management, disciplinary/capability, and succession planning.
- To manage the delivery and performance of the Team; to ensure that all casework is assessed, prioritised, and actioned appropriately; to ensure that all children and their families receive a suitable response that meets their assessed needs.

- To manage the allocation of workload across the team to agreed service priorities; actively monitor, review, and authorise case records and plans; addressing any workload management, performance, and/or quality issues as they arise.
- To lead the investigation and response to complaints from service users/relatives/carers.
- Where required to control, as purchaser, the budget allocated to the team ensuring that financial resources are deployed to maximum effect within Council policy and Departmental procedures and guidelines and ensuring that the budgets are not overspent. Where appropriate through the Team Administrator provide team members and appropriate managers with regular and up-to-date information on the state of the budget. Where appropriate to take responsibility for authorisation of expenditure at delegated level;
- To develop and maintain effective internal and external working relationships and professional networks; ensure a positive working relationship within the team,
- promoting strategies for collaboration and a supportive team culture.

Supervision:

- To provide high quality reflective professional supervision and appraisal to direct reports which results in consistent high standards of casework across the Team; and assure the quality and effectiveness of supervision provided to staff within the Team by other staff (i.e. Assistant Team Managers).
- To make effective use of supervision and appraisal as an opportunity to critically reflect on casework and to identify learning and development needs to continually improve upon practice; and to support CPD.

Management Oversight

- To assure the quality, effectiveness and appropriateness of targeted work provided by the team; ensuring that all interventions are conducted in accordance with legislative requirements, the Department's Practice Standards, all relevant policies and procedures and agreed performance targets.
- To raise and address (where appropriate) issues of poor practice, internally through the organisation, and then independently if required.
- To highlight areas of best practice and embed this learning across the team and wider through the division.
- To ensure that all information systems and case records across the team are of high quality and are up to date; support good practice and maintain a focus on positive outcomes for children and their families.

Quality Assurance

- To undertake a range of quality assurance activity, including peer auditing, auditing of casework across the service in line with the Children's Services Quality Assurance Framework.
- To embed the learning from audits into the practice of the team Performance Management.
- To use performance data to identify where team or individual performance is excellent and can be shared with other staff and where performance can be improved; to develop and deliver SMART action plans to address performance issues and ensure high standards of practice across the Team.

Managing and driving change

- To anticipate and positively manage change drawing on practice information, data, and analysis; ensure that the team is aware of changing trends and national policy that impact on service users.
- To contribute to the development and implementation of policies and procedures for the relevant Service area.
- To contribute to development of strategy and local policy across the wider service area.

CS Current Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

CS Current Main Responsibilities:

1. To manage the Edge of Care and Social Care CAMHS Teams comprising specialist practitioners and Clinical Psychologists as directed towards the achievement of the Department's aims and objectives.
2. To manage the Edge of Care Team, comprising Adolescent Outreach Workers, Assistant Team Manager, as directed towards the achievement of the departments aims and objectives.
3. To work with others to develop the service providing intensive interventions with children, young people and their families and carers to prevent children and young people entering the care system, prevent placement disruptions and facilitate safe returns home.
4. To provide a matrix of management to build a team environment for workers who are both employed by the council and partner agencies. To manage some team members directly, and the psychologists who will receive clinical supervision from CAMHS.
5. To oversee and monitor the receiving, allocation, transferring and closing of cases. This will include assessing the level of service to be offered, in each case prioritising and allocating incoming work to the team members in accordance with departmental priorities and guidelines and ensuring that highest priority work is allocated and progressed.
6. To provide appropriate management supervision for all members of the team in accordance with departmental procedures and guidelines. Ensuring that the work undertaken by the team complies with the professional standards expected within the department and accords with relevant procedures and practice guidelines.
7. To establish excellent links across the services to track the progress of children and young people through their pathway through CIN/CP and CLA services who may need intensive interventions to prevent unnecessary entries to care, placement disruptions or unplanned returns home from care so that the team is in a position to intervene in a timely way.
8. To organise the team appropriately to ensure a flexible and effective response to referrals without delay.
9. To identify the needs of different racial, cultural, and religious communities and to ensure equality of opportunity in the provision of service and employment of staff.
10. To participate as required with the Head of Service in the recruitment of team members and other teams' practitioners, including drafting of advertisements and serving on selection interviews.

11. To set performance targets, appraise staff performance and recommend progression of grade where appropriate and alert the Service Manager to any action necessary under the disciplinary poor performance and sickness codes.
12. To produce for the Head of Service, regular statistics and reports on the activity level and performance of the team in respect of numbers and outcomes of service requests timescales and outcomes of assessments.
13. To ensure that the training needs of team members are identified and drawn to the attention of the Workforce Development and Training Team and included in the appraisal of all team members.
14. To contribute to the development of and to ensure team members make appropriate use of the Department's information technology systems.
15. To undertake specific relevant tasks at the request of the Service.
16. Manage and where appropriate, serve on and, where designated, lead task-orientated groups.

Person Specification

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Section: Edge of Care	Directorate: Children’s Services
Responsible to: Head of Clinical Services	Responsible for: Social Care CAMHS Team Edge of Care Team
Post Number/s:	Last Review Date:

Our Values and Behaviours¹

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- Taking a team approach that values collaboration and partnership working.

CS Knowledge, Skills and Experience, that are demonstrated in current role	
Knowledge and skills	
1. In depth knowledge and understanding of the needs of children and young people; the ability to work with children and their parents/carers and to involve them in decision making. In-depth Knowledge of relevant policy, legislation, guidance, and best practice with Safeguarding, Looked After Children, Adoption and long-term fostering.	
2. Ability to provide advice, consultation, mentoring, supervision and support to social care professionals and the ability to line manage staff.	
3. Ability to organise and prioritise own workload, to work under pressure and meet deadlines. Ability to use supervision to maximise personal effectiveness and for professional development.	
4. High level communication skills both verbally and in writing; ability to write reports for staff at all levels including elected members and ability	

¹ These values and behaviours will be developed further as the SSA becomes established.

to quality assure reports from the team being provided for the senior managers.	
5. Ability and confidence to provide advice to senior managers. Ability to provide training to social workers, multi-disciplinary staff, managers, placements, permanence and on returning home from care.	
6. Ability to deliver training and support the professional development of the team and more general workforce across Children’s Services	
7. Understanding of the importance of regular monitoring and evaluation to enable the team to develop the effectiveness of its work and its presence within the organisation	
8. Ability to undertake evaluative analysis (e.g. audit, service review) in order to identify strengths and weaknesses and action needed.	
9. Ability to interpret management information and performance data in order to identify performance issues and develop solutions	
Experience	
10. Experience of managing a multi-agency / multi-disciplinary team	
11. Experience of conflict resolution and a solution focused approach to team development	
12. Experience of developing and implementing projects in collaboration with partners	
13. Experience of working with targeted services to provide intensive interventions to support young people and their families	
14. Experience of working with adolescents and their families in a social care or non-statutory environment	
15. Experience of working with different teams across statutory and non-statutory services to deliver appropriate support to children and their families/carers	
16. Experience of effective performance management (people and organisational); identifying development needs; addressing skills and knowledge gaps; disseminating good practice; and managing poor performance.	
17. Experience of providing high quality reflective professional supervision	
Other Requirements:	
18. Ability to work flexible hours as required to meet the needs of children, young people and their families.	
19. Ability to work under the Councils equal opportunity policies and procedures.	