

Job Profile comprising Job Description and Person Specification

Job Description

Job title: Assistant Team Manager	Grade: PO5
Section: Children Looked After	Directorate: Children's Service
Responsible to following manager: Team Manager – Family Assessment Service -Woking Close	Responsible for following staff: Social Workers (including seniors), Family Assessment Workers, and Residential Shift workers. Up to 5 staff members
Post Number/s:	Last Review Date: 2020

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.

WANDSWORTH FAMILY ASSESSMENT CENTRES

Wandsworth Children's Services has 2 Family Centres which provide specialist residential/community-based parenting assessments and programmes of intervention to families with young children in need or at risk of harm. The service is targeted to meet the needs of families who face significant challenges and difficulties in their capacity to parent, and where court proceedings have been initiated or are being considered.

Falcon Grove is the borough's residential Family Centre and works with families in self-contained residential accommodation at Falcon Grove as well as undertaking home-based and community-based work. Woking Close is the community-based centre, working with families in their own homes and in the community and also provides the department's Family Group Conference Service as well as other interventions and support.

Job Purpose

The core purpose of the role is to ensure that all children remain safe and have improved outcomes as a result of the provision of high quality Parenting Assessments, Support and interventions.

The post holder will have a major contribution to make to the delivery of our vision and strategic priorities, by working with the Team Manager to manage the delivery and performance of high quality social work provision to children and their families across the Assessment Team. Alongside holding their own cases, the post holder will supervise and support social workers in dealing with the most complex cases and will develop effective practice through direct development of others and through driving practice improvement across the service.

Important internal relationships:

- 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 Commissioning, Prevention and Early Intervention 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, Child and Family courts
- External agencies and authorities commissioning our Residential Service (including social workers, managers, service managers, placements and commissioning teams)
- Representatives of the key government departments, national bodies and networks
- Local residents and other customers
- For residential- With OFSTED and allocated Ofsted inspector

Specific Duties and Responsibilities

There are 5 key elements to the role of a Principal Social Worker in Wandsworth Children's Services. These are:

1. Deputise effectively in relation to team management and oversight
2. Delivery of high quality, reflective supervision (both group and individual)
3. Support the team by giving time for reflection and analysis in relation to complex cases
4. Quality assurance
5. Performance Management

Support to the Team Manager.

- To deputise for the Team Manager, when required, and lead the team effectively in his/her absence;
- To support the Team Manager with managing a team of staff, including recruitment/retention, induction, training and development, performance management, disciplinary/capability, and succession planning.
- To support the Team Manager with managing the delivery and performance of the Assessment Team; to ensure that all referrals and 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 support the Team Manager in the management of the incoming referrals and allocation of workload across the team.
- To chair and contribute to meetings with families and professionals such as work Agreement Meetings, planning meetings, reviews, emergency meetings and other appropriate meetings.
- To lead, as directed by the Team Manager, the investigation and response to complaints from service users/relatives/ carers.
- To assure the quality, effectiveness and appropriateness of social work, support and intervention provided by the team; ensuring that all work is conducted in accordance with legislative requirements, the Department's Practice Standards, all relevant policies and procedures and agreed performance targets.
- To support the Team Manager in the management of the teams budget for resources and management of the team's petty cash. To arrange the purchase of goods and services as appropriate from approved suppliers, this will include authorisation of all purchasing for the family centre's facilities to ensure the building is well serviced and stocked. To monitor petty cash expenditure, ensuring an even cash flow and accurate records and returns.
- Support 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.
- To support the Centre Manager with the shift rotas of team members to deploy staff to meet the needs of the service. To ensure an even presence of staff, while maintaining flexibility to meet situations of fluctuating demand and management of risk within the building.
- To assure the quality, effectiveness and appropriateness of the assessments and interventions provided (as a PSW and those you supervise); ensuring that all assessment and intervention is conducted in accordance with legislative requirements, the Department's Practice Standards, all relevant policies and procedures and agreed performance targets (including those specific to the Residential Family Setting) .

- To ensure that the well-being and safety of families using the service is maintained, especially those families that are living in residence at Falcon Grove Family Centre. This will include ensuring robust regular risk assessments are undertaken for all families that are living in the centre.
- To provide expert professional advice and support in relation to all case work; ensuring that the team is fully compliant with the law; ensuring legal advice is taken and acted upon as required; representing the local authority and presenting assessment evidence and information at court as required.
- To ensure that all information systems and case records of the workers you supervise are of high quality and are up to date; support good practice and maintain a focus on positive outcomes for children and their families.
- To support the Team Manager with the maintenance of management information, statistics and activity data on the workload of the team and the Centre's capacity, ensuring that such information is accurate and available on time.
- For the Residential Team- ensure the residential service is OFSTED and regulation compliant. That the service is ready for any upcoming inspections by Ofsted and is regularly reviewing the National Minimum standards of the team.
- Where necessary, to provide a duty cover with the rest of the management team to support the service out of hours.

Supervision:

- To provide high quality reflective professional supervision and appraisal to direct reports which results in consistent high standards of casework across the Team; To be able to lead group supervision and reflective discussions within the team.
- To supervise and quality assure assessments and support & intervention programmes and provide particular areas of expertise in direct work.
- 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. To demonstrate the standards of proficiency as required by the HCPC in order to maintain individual registration.
- To raise and address (where appropriate) issues of poor practice, internally through the organisation, and then independently if required.

Support in relation to complex cases

The Principal Social Worker will not only hold their own cases but supervise the complex allocated assessment of their allocated senior/social worker and Family Assessment Worker. This will involve:

- Providing advice and support, and as appropriate/necessary co-work with other social workers of multi-disciplinary team members in relation to complex cases.

- Support the team around the child to ensure a multi-disciplinary approach to safeguarding;
- Establish and develop collaborative working with allied health and social care professionals from children's and adults' services;
- Build and sustain effective working arrangements with schools, children's centres and other settings as part of the assessment process;
- Contribute to and facilitate centre-based working groups set up to improve the quality and effectiveness of practice;
- Raise and address (where appropriate) issues of poor practice, internally through the organisation, and then independently if required.
- Highlight areas of best practice and embed this learning across the team and through the wider division/service
- To provide expert professional advice and support in relation to all case work; ensuring that the team is fully compliant with the law; ensuring legal advice is taken and acted upon as required; representing the local authority and presenting case work evidence and information at court as required.
- 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 ensure that appropriately clear, analytical and evidence-based reports are provided for assessments, reviews, and court proceedings (your own and those you supervise)
- To embed the learning from audits into the practice of the team and into the practice of individual workers.

Performance Management.

- To be able to deputise for the Centre Manager 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.
- To comply with Wandsworth expectations in terms of yearly appraisals and contribute to the grading of PRP

Other Specific Duties.

- The post holder will be expected to sometimes work outside of office hours and at weekends as part of their scheduled working week (this may be part of a duty management rota)
- The Residential ATMs will be required to understand and comply with OFSTED regulations and support the Team Manager to ensure that the centre complies with the Care Standards Act 2000 and National Minimum Standards for Residential Family Centres.
- To support the manager and BSO to ensure that the building complies with health and safety requirements.

Generic Duties and Responsibilities

- To keep knowledge up to date of changing contexts at local and national level, and take account of these in social work practice; modelling the social work role and contributing to the public face of the service and organisation.
- To lead the development and implementation of innovative ways of working, taking into account research, professional knowledge and experience from own and other services.
- To work with the organisation to ensure that the Standards for Employers of Social Workers and Supervision framework is embedded across the service to maintain high standards of social work practice.
- To contribute to the continuous improvement of the services for children and young people in Wandsworth.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.

For the residential service this includes the National Minimum standards and Residential Regulations.

- 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.
- 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.

Person Specification

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Post Number/s: S7402 and S7404	Last Review Date: 2020

Our Values and Behaviours

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

- taking responsibility and being accountable for achieving the best possible outcomes for children and young people – 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

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
1. Systematic working knowledge and understanding of Children Act 1989 and 2004; including awareness of current national policy drivers, legislation, affecting children’s social care. Up to date knowledge of current legislation, e.g. Working Together 2015, Health and Social Care Act 2012, Munroe and new evidenced-based research. For the Residential Service: knowledge of the Ofsted regulations, Care Standards Act 2000 and National Minimum Standards that guide residential services.	A and I
2. Highly developed knowledge of theory and practice of assessment, planning and intervention; substantial knowledge of relevant legislation and its application; acquired through professional qualification in social work plus considerable experience in relevant field. Specific knowledge and experience of models of assessment and intervention related to family work and parenting in statutory and/ or residential settings, and within court proceedings.	A, T and I

<p>3. In depth knowledge and understanding of the needs of children and young people; the ability to work with difference, disadvantage and power imbalance, to work with children and their parents/carers and to involve them in planning and decision making.</p> <p>This should include understanding the significance of personal and professional boundaries and ability to manage and model good practice in this respect.</p>	A and I
Experience	
<p>4. Advanced experienced of working together with others across statutory and voluntary agencies, providing a statutory social work service applying in practice, the principles of care legislation relating to child protection, looked after children and the provision of services to children in need at a senior social work</p>	A and I
<p>5. Experience of practice teaching, mentoring or supervising others.</p>	A and I
Skills	
<p>6. Knowledge and understanding of the needs of children and young people; the ability to engage with children and their parents/carers and to involve them in decision making.</p>	A, T and I
<p>7. Extensive knowledge of evidence-based practice and a track record of integrating this into own practice and service delivery and the ability to identify appropriate interventions.</p>	A, T and I
<p>9. The ability to line manage staff, understanding group dynamics and power and how these can affect service users, staff and team performance. To provide advice, consultation, mentoring, supervision and support to qualified social workers (SWCG), social work trainees, social work students and other non-social work professionals, and the ability to manage staff.</p>	A, T and I
<p>9. Ability to use IT systems to record casework, monitor caseloads and management data, and ensure accurate reporting.</p>	A and I
<p>10. Ability to convey professional leadership and represent the team/service/department at forums, meetings and working groups including chairing case meetings, involving service users and representatives from other agencies. This includes a high level of competence and confidence in legal proceedings in the family courts, preparing evidence statements/care plans and giving evidence.</p>	A, T and I
<p>11. Ability to support and assist the team manager in assessing and reviewing the quality of practice and performance of the team.</p>	A, T and I
<p>12. Ability to organise and prioritise own workload, to work under pressure and meet deadlines whilst supporting the other workers under your supervision to do the same.</p>	A, T and I
Qualifications	
Essential	C

13. Educated to degree level with appropriate social work qualification (CSS/CQSW or DipSw, MA SW, BA Hons SW) and Current HCPC registration	
14. Advanced qualification in social work, i.e. higher specialist award in working with children and families or equivalent, or evidence of having met the capabilities at advanced level	C
15. Ability to work flexible hours as required to meet the needs of children, young people and their families. This might include being part of a management duty rota to support the out of hours cover of the service.	A and I

A – Application form

I – Interview

T – Test

C - Certificate