

# Job Profile comprising Job Description and Person Specification

## Job Description

<b>Job Title:</b> Service Manager Referral and Assessment	<b>Grade:</b> MG2
<b>Section:</b> Children and Families	<b>Directorate:</b> Children’s Services
<b>Responsible to following manager:</b> Head of Service – Advice Support and Help	<b>Responsible for following staff:</b>
<b>Post Number/s:</b>	<b>Last review date:</b>

### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This is a Service Manager leadership role working specifically for Wandsworth Children’s Services although the post holder will be employed under the terms and conditions of the Shared Service Agreement. The role requires a high level of responsiveness to the needs and expectations of Wandsworth Council.

The postholder ensures that directly managed social work services are managed within available resources to maintain outstanding quality and performance in service delivery.

### Job Purpose

The Service Manager has a lead responsibility for ensuring social workers working with children in need and their families understand and fulfil their duties and responsibilities arising from the relevant legislation and Working Together to safeguard children and young people and to protect them from significant harm.

The post holder provides professional leadership and operational line management for 7 teams designed and resourced to work collaboratively with others to improve outcomes for the most vulnerable children and young people living in Wandsworth.

The main purpose of the post is to ensure that direct social work services are managed within available resources to maintain outstanding quality and performance in service delivery.

### Specific Duties and Responsibilities

1. To provide strong leadership for the service based on a clear vision for the service, clarity of standards and outcomes to be achieved.
2. To maintain up to date detailed knowledge of legislation and national policy and ensure both the divisional management team and the service are briefed on changes.
3. To have lead accountability for ensuring the Council and its partners comply with all national policy, legislation, statutory guidance and specific court orders in respect of children in need and child protection.
4. To have lead responsibility for ensuring the service operates in a way which safeguards children and is fully compliant with our procedures
5. Provide professional leadership in safeguarding and child protection to staff and managers in the Service, in order assure the quality, effectiveness and appropriateness of social work provided by the social care teams; ensuring that all social work intervention is conducted in accordance with legislative requirements, the Department's Practice Standards, all relevant policies and procedures and agreed performance targets.
6. Deliver and develop children's social work services in line with national and local policies and priorities, including the implementation of all relevant legislation, regulations and guidance.
7. To provide high quality reflective professional supervision and appraisal to direct reports which results in consistent high standards of casework across the Service and assure the quality and effectiveness of supervision provided to-staff, and support CPD.
8. Hold lead responsibility for the achievement of all performance indicators and targets relevant to the Service and to report on these to the Head of Service and where appropriate to the Deputy Director for Children and Families and the Divisional Management Team in line with the requirements of the post.
9. 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 and ensure that peer auditing is embedded across the Service.
10. To deliver SMART service improvement plans which address performance or practice issues, considering service users and partner agency feedback to ensure high standards of practice and learning from audit are embedded across the Service
11. Be responsible for a range of service and budget decisions in relation to the provision of services to children in need and their families, particularly in relation to admitting children to care and instigating legal proceedings.

12. Recruit, deploy, support, develop and retain appropriately skilled staff to support families and improve the outcomes of vulnerable children and young people living in the Borough.
13. Provide management oversight on the allocation of cases across the RAS Service ensuring the most appropriate allocation of team to effectively support children and their families.
14. Promote the participation of parents and carers, children and young people in the evaluation, design and delivery of the Referral and Assessment Service.
15. Promote and implement the policies of the Council in relation to equalities and diversity in all aspects of service delivery and employee relations.
16. Ensure the proper planning, control and management of operational budgets
17. In liaison with other Council departments and partner agencies, contribute to the strategic development of children's services
18. Work collaboratively with schools, other children's services and relevant adult services to develop a whole family approach at all levels and to identify opportunities for integrated working aimed at safeguarding the wellbeing of children and young people.
19. Represent the Service, Division, Department and Council at a range of local and regional partnership meetings and where appropriate deputise for the Head of Service.
20. Draft a range of documents including; service improvement plans, reports on professional and service issues, complaints and responses to Councillor and MP enquiries.
21. Be available out of normal office hours to give advice and guidance in emergencies.
- 23 To be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the post, particularly those affected by domestic violence, mental health, alcohol and substance misuse problems.

Undertake other duties as required by the Head of Service commensurate with the grade, role and function of the post.

#### **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.

## Person Specification

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### Our Values and Behaviours<sup>1</sup>

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.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
1. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people. and vulnerable adults	I
2. Knowledge of (and experience of operating) relevant legislation and statutory guidance	A/I
3. Knowledge of research, government policy and strategy in respect of services for children and young people, including specialist services and edge of care services	A/I
4. Able to assess and manage risk associated with complex matters related to casework, financial, policy and strategic decisions using legal advice as appropriate.	A/I
<b>Experience</b>	

<sup>1</sup> These values and behaviors will be developed further as the SSA becomes established.

5. Substantial experience of management within children's social care services and specialist targeted services	A
6. Substantial experience of the operation of key statutory processes and the operation of child protection procedures.	A
7. Experience of developing, embedding and managing new teams or projects within a children's social care environment	A/I
8. Experience of delivering best practice in relation to young people who are at risk of CSE or are missing	A/I
<b>Skills</b>	
9. Able to provide strong leadership and clear vision; to inspire and motivate staff.	A/I
10. Able to manage individuals and teams through change	A/I
11. Able to establish effective partnerships (in terms of strategic planning and operational service development) with statutory and non-statutory organisations and agencies, children and carers.	A/I
12. Able to manage organisational and practice change and to lead and manage projects effectively and overcome obstacles.	A/I
13. Able to establish, develop and manage effective multi-agency / disciplinary working.	A/I
14. Able to control and forecast budgets and achieve value for money in service planning and delivery.	A
15. Able to think and plan strategically and analyse complex information and/ situations effectively.	T/I
16. Able to demonstrate initiative, self-motivation and strong management practice in driving good outcomes and continuous improvement	I
17. Able to lead and manage a large staff group of multi discipline professionals and establish an integrated approach to service provision for children and families on the edge of care	A
<b>Qualifications</b>	
18. Social work qualification	A
19. This post will require registration with Social Work England.	A
20. To have kept up to date with research and best practice, evidenced through substantial professional development.	A

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**