

# Job Profile comprising Job Description and Person Specification

## Job Description

<b>Job title:</b> Assistant Team Manager	<b>Grade:</b> PO5
<b>Section:</b> Children and Families.	<b>Directorate:</b> Children's Service
<b>Responsible to following manager:</b>	<b>Responsible for following staff:</b> Overall responsibility for a number of social workers within the team. Typically between 3-4.
<b>Post Number/s:</b>	<b>Last Review Date: 17.08.16</b>

### 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 social work.

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 Team. This will involve working with the Team Manager to performance manage staff within the team and use management information and audit findings to identify where team or individual performance is excellent and can be shared with other staff and where performance can be improved. The postholder will mentor 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. May also supervise social work students, newly qualified social workers as part of the ASYE , trainees and support staff.

### 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
- Representatives of the key government departments, national bodies and networks
- Local residents and other customers

**Specific Duties and Responsibilities**

There are 5 key elements to the role of an Assistant Team Manager in Wandsworth Children's Services These are:

1. Deputise effectively in relation to team management
2. Delivery of high quality, reflective supervision
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 XX 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 support the Team Manager in the management of the allocation of workload across the team.
- To chair reviews, planning meetings, strategy discussions and other professional/network 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 provided by the team; 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.

#### Supervision:

- To provide high quality reflective professional supervision and appraisal to direct reports;
- 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.

#### Support in relation to complex cases

The Assistant Team Manager will hold no cases, unless there are exceptional circumstances in which case they would hold a very small number for an agreed time period. In lieu of a case load the ATM will:

- act as a recognised expert within the specialist field: mentor, provide advice and support, and as appropriate co-work with other social workers of multi-disciplinary team members in relation to complex cases.
- bring together and coordinate 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;
- contribute to 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 wider through the division.
- 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 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 Team Manager in the use of 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.

### **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 organisation.
- To lead the development and implementation of innovative ways of working, taking into account research and experience from own and other services.
- To promote and, where appropriate, lead the development of strategy/services/policies for specialist field; initiate and undertake research in own field.
- 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.
- 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.

**Additional Information**

- Maybe required to attend meetings such as working groups and Partnerships outside of the normal working day.

# Person Specification

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

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)
<b>Knowledge</b>		
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, eg Working Together 2015, Health and Social Care Act 2012, Munroe and new evidenced-based research.	A&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.	A&I
3.	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.	A&I
<b>Experience</b>		
4.	Advanced experienced of applying in practice, the principles of care legislation relating to child protection, looked after children and the provision of services to children in need.	A&I
5.	Experience of practice teaching, mentoring or supervising others.	A&I
<b>Skills</b>		
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.	A&I
7.	In-depth knowledge of relevant policy, legislation, guidance and best practice in safeguarding children, and a high level of competence and confidence in legal proceedings in the family courts, preparing evidence statements/care plans and giving evidence.	A&I

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

8. 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	A&I
9. Ability 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.	A&I
10. Ability to use IT systems to record casework, monitor caseloads and management data, and ensure accurate reporting.	A&I
11. 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	A&I
12. Ability to support and assist the team manager in assessing and reviewing the quality of practice and performance of the team.	A&I
13. Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	A&I
<b>Qualifications</b>	
<u>Essential</u>	
14. <ul style="list-style-type: none"> <li>• Educated to degree level with appropriate social work qualification (CSS/CQSW or DipSw, MA SW, BA Hons SW)</li> <li>• Advanced qualification in social work, ie higher specialist award in working with children and families or equivalent, or evidence of having met the capabilities at advanced level</li> <li>• Current HCPC registration</li> </ul>	A

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**