

Job Profile comprising Job Description and Person Specification Job Description

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| Job Title: Team Manager | Grade: PO6 |
| Section: Children's Social Care | Directorate: Children's Services |
| Responsible to following manager: | Responsible for following staff: Overall responsibility for a team of social workers. The team usually comprises of between 6- 8 social workers Directly responsible for the supervision of the social workers within the team. Responsible for management oversight of the social workers and their work |
| Post Number/s: | Last review date: |

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

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 managing the delivery and performance of high quality social work provision to children and their families across the Team.

Specific Duties and Responsibilities

There are 6 key elements to the role of a Team Manager in Wandsworth Children's Services.

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 chair reviews, planning meetings, strategy discussions and other professional/network meetings.
- 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. To demonstrate the standards of proficiency as required by the HCPC in order to maintain individual registration.

Management Oversight

- 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.
- 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 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

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 in the social work environment 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

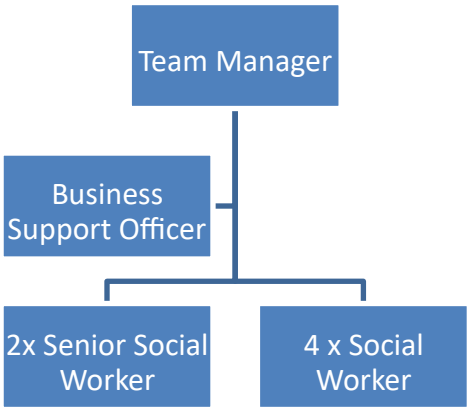
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

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

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements | | | Assessed by A/I/T/C (see below for explanation) |
|-----------------------------------|-----------|-----------|--|
| Knowledge | Essential | Desirable | Assessed |

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|---|------------------|------------------|-----------------|
| Systematic working knowledge of Children Act 1989 and 2004; including awareness of current national policy drivers, legislation, affecting children's social care. Up to date | ✓ | | A&I |
| knowledge of current legislation, eg Care Planning Placement and Care Review Regs 2010, Working Together 2015 and 2018, Health and Social Care Act 2012, Special Guardianship Regs 2005 and 2016, Fostering Regs 2011, Munroe and new evidenced-based research. | | | |
| 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 |
| 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 |
| Experience | Essential | Desirable | Assessed |
| Management knowledge and experience in a relevant children/ families social work field. | | ✓ | A&I |
| Experience of managing a team/service with a complex caseload, developing effective work allocation and case work prioritisation systems; deploying resources flexibly to respond to service pressures. | ✓ | | A&I |
| Experience of effective performance management (people and organisational); identifying development needs; addressing skills and knowledge gaps; disseminating good practice; and managing poor performance. | ✓ | | A&I |
| Advanced experienced of applying in practice, the principles of child care legislation relating to child protection, looked after children and the provision of services to children in need. | ✓ | | A&I |
| Experience of providing high quality reflective professional supervision | ✓ | | A&I |
| Skills | Essential | Desirable | Assessed |
| Ability to undertake evaluative analysis (e.g. audit, service review) in order to identify strengths and weaknesses and action needed. | ✓ | | A&I |

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| Ability to interpret management information and performance data in order to identify performance issues and develop solutions | ✓ | | A&I |
| Ability to organise and prioritise own workload, to work under pressure and meet deadline | ✓ | | A&I |
| Qualifications | Essential | Desirable | Assessed |
| Educated to degree level with appropriate social work qualification (CSS/CQSW or DipSw, MA SW, BA Hons SW) | ✓ | | A |
| 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 | | ✓ | A |
| Current HCPC registration | ✓ | | A |
| Professional management qualification | | ✓ | A |

A – Application form / CV

I – Interview

T – Test

C - Certificate