

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Service Manager (Adolescent Social Work team, Evolve, and Edge of Care).	Grade: MG2
Section: Children and Families	Directorate: Children's Services
Responsible to following manager: Head of Service for Adolescents and Clinical Services	Responsible for following staff: ATM's x 2 Evolve, TM Adolescent social work team, TM Edge of Care Team, and Data Analyst.
Post Number/s: RWC7231	Last review date: September 2022

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 Service Manager (Adolescent and Clinical Service) has a lead responsibility for ensuring social workers within the Adolescent social work team 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 service manager is also required to be responsible for the Evolve service, meeting the statutory duties with regards to Return Home Conversations, the Edge of Care service, and Clinical Service.

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

The main purpose of the post is to ensure that directly managed 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. Provide professional leadership in safeguarding and child protection to staff and managers in the Adolescent and Clinical Service, to assure the quality, effectiveness and appropriateness of social work provided by the Adolescent and social work 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
4. Provide management oversight on the allocation of cases across the Adolescent and Clinical Service ensuring the most appropriate allocation of team to effective support children and their families.
5. Provide professional leadership to assure the quality, effectiveness and appropriateness of interventions provided by the CSE/Missing and Exploitation 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.
6. To have lead accountability for ensuring the Council and its partners are made aware of all national and local policy in respect of young people at risk of exploitation. That all national and local policy is promoted within the council and its partners.
7. 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.
8. 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 Adolescent and Clinical staff, and support CPD.

9. 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 Assistant Director for Children and Families and the Divisional Management Team in line with the requirements of the post.
10. 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.
11. To have lead responsibility for ensuring the service operates in a way which is fully compliant with our procedures regarding safeguarding.
12. Deliver and develop services to young people at risk of exploitation in line with national and local policies and priorities, including the implementation of all relevant legislation, regulations, and guidance.
13. To provide high quality reflective professional supervision and appraisal to direct reports which results in consistent high standards of work across the Service and assure the quality and effectiveness of supervision provided to staff and support their CPD.
14. 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
15. Be responsible for a range of service and budget decisions in relation to supporting the work of social care colleagues in the provision of services to young people and their families, particularly in relation to those most at risk of exploitation
16. Recruit, deploy, support, develop and retain appropriately skilled staff to support and improve the outcomes of vulnerable young people living in the Borough.
17. Provide management oversight on the allocation of work across the service ensuring appropriate allocation to provide effective support of young people.
18. Ensure the service works in partnership with teams across the directorate.
19. Promote the participation of parents and carers, young people and partners in the evaluation, design, and delivery of the service to young people at risk of exploitation.
20. Promote and implement the policies of the Council in relation to equalities and diversity in all aspects of service delivery and employee relations.
21. Ensure the proper planning, control, and management of operational budgets.

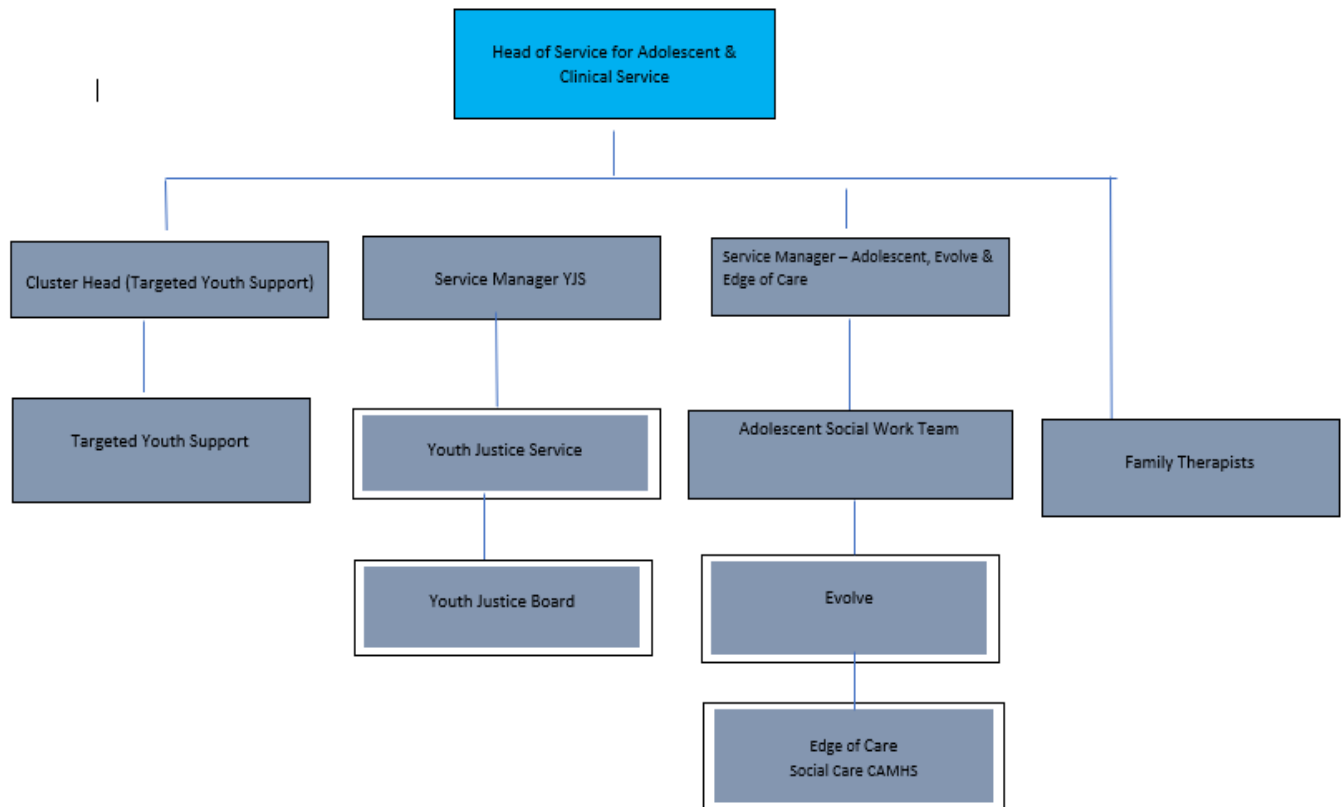
22. In liaison with other Council directorates and partner agencies, contribute to the strategic development of children's services.
23. Work collaboratively with schools, other children's services, and relevant adult services to develop a whole family approach at all levels and to identify opportunities for integrated working aimed at safeguarding the wellbeing of young people.
24. Represent the Service, Division, Directorate and Council at a range of local and regional partnership meetings.
25. Draft a range of documents including service improvement plans, reports on professional and service issues, complaints and responses to Councillor and MP enquiries.
26. Be available out of normal office hours to give advice and guidance in emergencies.
27. 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.
28. Undertake other duties as required by the Assistant Director 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.

Additional Information

Team Structure



Person Specification

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Section: Children and Families	Directorate: Children's Services
Responsible to: Head of Service for Adolescents and Clinical Services	Responsible for: ATM's Evolve X2, TM Adolescent social work team, TM Edge of Care Team, and Data Analyst.
Post Number/s: RWC7231	Last Review Date: September 2022

Our Values and Behaviours

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:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ P (see below for explanation)
Knowledge		
1. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people. and vulnerable adults.		A, I & P
2. Knowledge of (and experience of operating) relevant legislation and statutory guidance.		A, I & P

3. Knowledge of research, government policy and strategy in respect of services for children and young people, including Adolescent social work team, Evolve, Edge of Care, and Clinical Services.	A, I & P
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 & P
Experience	
1. Substantial experience of management within children's social care services and specialist targeted services.	A & I
2. Substantial experience of the operation of key statutory processes and the operation of child protection procedures.	A & I
3. Experience of developing, embedding, and managing new teams or projects within a children's social care environment.	A & I
4. Experience of delivering best practice in relation to young people who are at risk of CSE/CCE and or are missing.	A, I, & P
Skills	
1. Able to provide strong leadership and clear vision; to inspire and motivate staff.	A, I & P
2. Able to manage individuals and teams through change.	A & I
3. 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 & P
4. Able to manage organisational and practice change and to lead and manage projects effectively and overcome obstacles.	A & I
5. Able to establish, develop and manage effective multi-agency / disciplinary working.	A & I
6. Able to control and forecast budgets and achieve value for money in service planning and delivery.	A & I
7. Able to think and plan strategically and analyse complex information and/ situations effectively.	A & I
8. Able to demonstrate initiative, self-motivation, and strong management practice in driving good outcomes and continuous improvement.	A & I
9. Able to lead and manage a large staff group of multi-disciplinary professionals and establish an integrated approach to service provision for children and families.	A, I & P
Qualifications	
1. Social work qualification	A & I
2. This post will require registration with Health Care Professional Council (HCPC).	A & I
3. To have kept up to date with research and best practice, evidenced through substantial professional development.	A, I & P

A – Application form

I – Interview
P – Presentation
C - Certificate