

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Team Manager	<b>Grade:</b> PO6
<b>Section:</b> Children and Families Services	<b>Directorate:</b> Children Services
<b>Responsible to following manager:</b> Service Manager – Children Looked After	<b>Responsible for following staff:</b> Overall responsibility for the management and supervision of a team of up to 5 social workers
<b>Post Number/s:</b>	<b>Last review date:</b>

#### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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 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.

### **Important internal relationships:**

- All teams and staff within the Children and Families Division and Safeguarding Standards Service
- Assistant Director, 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 Richmond and Wandsworth Better Service Partnership

### **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 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
- 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 Social Work England 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 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 Richmond and Wandsworth 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 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.

## Person Specification

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<b>Responsible to:</b> Service Manager – Children in Need	<b>Responsible for:</b> Overall responsibility for the management and supervision of a team of up to 5 social workers
<b>Post Number/s:</b>	<b>Last Review Date:</b>

### 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	Essential	Desirable	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 and the Children & Families Act 2014, including awareness of current national policy drivers, legislation, affecting children's social care. Up to date knowledge of current legislation, e.g.	X		A&I

Working Together 2015, Health and Social Care Act 2012, Munroe and			
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.	X		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.	X		A&I
4. Knowledge of or willingness to learn about care packages, including short breaks and direct payments for children with disabilities.	X		A&I
5. Knowledge of or willingness to learn about disabled children, transitions to adulthood and develop close working relationships with the Preparation for Adulthood Team.	X		A&I
<b>Experience</b>			
6. Management knowledge and experience in a relevant children/ families social work field.	X		A&I
7. 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.	X		A&I
8. Experience of effective performance management (people and organisational); identifying development needs; addressing skills and knowledge gaps; disseminating good practice; and managing poor performance.	X		A&I
9. Advanced experienced of applying in practice, the principles of childcare legislation relating to child protection,	X		A&I

looked after children and the provision of services to children in need.			
10. Experience of providing high quality reflective professional supervision	X		A&I

Skills			
9. Ability to undertake evaluative analysis (e.g. audit, service review) to identify strengths and weaknesses and action needed.	X		A&I
10. Ability to interpret management information and performance data in order to identify performance issues and develop solutions	X		A&I
11. Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	X		A&I
Qualifications			
12. Educated to degree level with appropriate social work qualification (CSS/CQSW or Dip SW, MA SW, BA Hons SW)	X		A/C
13. 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	X		A/C
14. Current HCPC registration	X		A/C
15. Professional management qualification		X	A

**A – Application form****I – Interview****T – Test****C - Certificate**