

Job Profile comprising Job Description and Person Specification Job Description

Job title: Team Manager	Grade: PO6
Section: Children and Families.	Directorate: Children's Service
Responsible to following manager:	<p>Responsible for following staff:</p> <p>Overall responsibility for a team of social workers and an Assistant Team Manager. A team usually comprises of between 6- 8 social workers</p> <p>Directly responsible for the supervision of the Assistant Team Manager and for a number of social workers within the team.</p> <p>Responsible for management oversight of the supervision provided by the Assistant Team Manager to social workers within the team. Typically this will be 3-4</p>
Post Number/s:	Last Review Date: 17.08.16

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
- 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 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 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

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)
Knowledge	
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, e.g. 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
Experience	
4. Management knowledge and experience in a relevant children/ families’ social work field.	A&I
5. 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
6. 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

7. 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
8. Experience of providing high quality reflective professional supervision	A&I
Skills	
9. Ability to undertake evaluative analysis (e.g. audit, service review) in order to identify strengths and weaknesses and action needed.	A&I
10. Ability to interpret management information and performance data in order to identify performance issues and develop solutions	A&I
11. Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	A&I
Qualifications	
Essential	
12. Educated to degree level with appropriate social work qualification (CSS/CQSW or DipSw, MA SW, BA Hons SW)	A
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	A
14. Current HCPC registration	A
Desirable	
15. Professional management qualification	A

A – Application form

I – Interview

T – Test

C - Certificate