**Job Description**

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| **Job Title:**  Service Manager (Children Looked After, Placement Support) | **Grade**:  MG2 |
| **Section:**  Children and Families | **Directorate:**  Children’s Services |
| **Responsible to following manager:**  Head of Children Looked After Services | **Responsible for following staff:**  Fostering Team Manager  Adoption and Post Permanence Team Manager  Placements Team Manager  Intensive Intervention Team Manager  Edge of Care Team Manager |
| **Post Number/s:** | **Last review date:**  January 2019 |

**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**

This is a leadership role working specifically for Wandsworth Children’s Services although the post holder will be employed under the terms and conditions of the Shared Service Arrangement. The role requires a high level of responsiveness to the needs and expectations of Wandworth Council.

The post holder ensures that directly managed social work services are managed within available resources to maintain outstanding quality and performance in service delivery.

The Service Manager (Children Looked After, Placement Support) has a lead responsibility for ensuring social workers working with children looked after 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 post holder provides professional leadership and operational line management for 5 teams designed and resourced to work collaboratively with others to improve outcomes for the most vulnerable children and young people living in Wandsworth.

The main purpose of the post is to ensure that directly managed social work services are managed within available resources to maintain outstanding quality and performance in service delivery.

**Specific Duties and Responsibilities**

* To provide strong leadership for the service based on a clear vision for the service, clarity of standards and outcomes to be achieved.
* To provide effective operational management of the Fostering Team; Intensive Intervention Team; the Placements Team which includes the Local Authority’s in-house residential provision; the Adoption and Post Permanence Team; and the Edge of Care Team.
* To provide professional leadership in corporate parenting, safeguarding and child protection to staff and managers in the Children Looked After Service, ensuring the development and, maintenance of high quality practice and service delivery in line with professional standards.
* To maintain up to date detailed knowledge of legislation, statutory and national guidance, and national policy. To ensure both the divisional management team and the service are briefed on changes.
* To have lead accountability for ensuring the Council and its partners comply with all national policy, legislation, statutory guidance and specific court orders in respect of children looked after and children who are adopted.
* To have lead responsibility for ensuring the service operates in a way which safeguards children and is fully compliant with our procedures.
* 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.
* 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 staff.
* 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.
* 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.
* To deliver SMART service improvement plans which address performance or practice issues, taking into account service users and partner agency feedback in order to ensure high standards of practice and learning from audit are embedded across the Service.
* Be responsible for a range of service and budget decisions in relation to the provision of services to Children Looked After, particularly in relation to admitting children to care and instigating legal proceedings.
* Recruit, deploy, support, develop and retain appropriately skilled staff to support families and improve the outcomes of vulnerable children and young people living in the Borough.
* Provide management oversight on the allocation of cases across the Children Looked After Service ensuring the most appropriate allocation is agreed in order to effectively support children, their families and the carers.
* Work in partnership with teams within the Division to ensure that children, their families and carers receive high quality, appropriate services.
* Promote the participation of parents and carers, children and young people in the evaluation, design and delivery of the Children Looked After Service.
* Promote and implement the policies of the Council in relation to equalities and diversity in all aspects of service delivery and employee relations.
* Ensure the proper planning, control and management of operational budgets.
* In liaison with other Council departments and partner agencies, contribute to the strategic development of children’s services .
* Work collaboratively with Education, other children’s services, Health, Adult Services and all other appropriate agencies to develop and ensure an integrated approach to positive outcomes for our children looked after.
* Represent the Service, Division, Department and Council at a range of local and regional partnership meetings and where appropriate deputise for the Head of Service.
* Draft a range of documents including; service improvement plans, reports on professional and service issues, complaints and responses to Councillor and MP enquiries.
* To be fully aware of the principles of safeguarding that apply to our looked after children and care leavers in relation to this post, particularly those affected by exploitation (i.e. CSE, gangs, missing).

**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.
* 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.

**Additional Information**

The post holder will need to be available out of normal office hours to give advice and guidance in emergencies.

The post holder will be required to undertake other duties as required by the Head of Service commensurate with the grade, role and function of the post.

**Team Structure**

HEAD OF SERVICE - CLA

PLACEMENT SUPPORT TEAM

THE BRIDGE

RESIDENTIAL

PLACEMENT

SUPPORT TEAM

PLACEMENT TEAM

ADOPTION & POST PERM SUPPORT

FOSTERING

THE BRIDGE RESIDENTIAL

CONTACT CENTRE

FUTURE FIRST

CLA 3

CLA 2

CLA 1

SERVICE MANAGER

PLACEMENT SERVICE

SERVICE MANAGER

CLA & FUTURE FIRST

PA

**Person Specification**

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**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.

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| **Person Specification Requirements** | **Assessed by**  **A**  **& I/ T/ C (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, T |
| 1. Knowledge of (and experience of operating) relevant legislation and statutory guidance in respect to children looked after | A, I, T |
| 1. Knowledge of research, government policy and strategy in respect of services for children and young people who are looked after, including specialist services and edge of care services | A, I, T |
| 1. 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, T |
| **Experience** | |
| Substantial experience of management within children’s social care services and specialist targeted services | A, I, T |
| Substantial experience of the operation of key statutory processes, the operation of child protection procedures and children looked after. | A, I, T |
| Experience of developing, embedding and managing new teams or projects within a children’s social care environment | A, I |
| Experience of delivering best practice in relation to young people who are at risk of CSE or are missing | A, I |
| **Skills** | |
| Able to provide strong leadership and clear vision; to inspire and motivate staff. | A, I |
| Able to manage individuals and teams through change | A, I |
| 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 |
| Able to manage organisational and practice change and to lead and manage projects effectively and overcome obstacles. | A, I |
| Able to establish, develop and manage effective multi-agency / disciplinary working. | A, I |
| Able to control and forecast budgets and achieve value for money in service planning and delivery. | A, I |
| Able to think and plan strategically and analyse complex information and/ situations effectively. | A, I |
| Able to demonstrate initiative, self-motivation and strong management practice in driving good outcomes and continuous improvement | A, I |
| Able to lead and manage a large staff group of multi discipline professionals and establish an integrated approach to service provision for children and families on the edge of care | A, I |
| **Qualifications** | |
| Social work qualification | A, C |
| This post will require registration with Health Care Professional Council (HCPC). | A, C |
| To have kept up to date with research and best practice, evidenced through substantial professional development. | A, I, T |

**A – Application form / CV; I – Interview**

**T – Test; C - Certificate**