

Job Specification

Job Title: Team Manager

Grade: G13

Job Evaluation Code: PR2052

**Reporting to:
Service Manager**

Manager's Grade: Spot Salary

Location: Within Wakefield Council Boundaries

Service Directorate: Family Services (C & YP service)

Workstyle: The workstyle for this job is Flexible

Overall Purpose of the Post:

- To effectively manage a team of Social Workers, including all associated responsibilities for the safeguarding of children, provision of statutory duties and maintenance of professional standards.
- To play a key role in delivering high quality services and meeting performance targets for field work.
- To ensure that services are delivered in compliance with relevant legislation, local and national policy and guidance, achieving the best possible outcomes for children in the District.
- To have a key role in partnership working, building and sustaining relationships with peers and colleagues across the range of agencies and services involved in providing safeguarding and corporate parenting functions. Contribute to the delivery of strategic priorities for children in need of help and protection and children in care.
- Working alongside Service Managers to contribute to service development and longer term service planning, ensuring the service meets statutory responsibilities, in line with legislative requirements.

- Facilitate effective recruitment, retention and development of Social Work practitioners in line with organisational needs and the longer term workforce strategy, key role in growing the Social Workers of the future, to meet the longer term recruitment challenges. Improve succession planning and reduce staff turnover.

Requirements for the post.

	Essential	Desirable
Qualifications/ Training	<ul style="list-style-type: none"> ➤ Recognised Social Work Qualification ➤ Registration with the HCPC 	<ul style="list-style-type: none"> ➤ Practice Teacher award, PQ award, Post Graduate Diploma in relevant subject. ➤ Management qualification
Knowledge	<ul style="list-style-type: none"> ➤ Relevant legislation and professional standards ➤ Meeting the needs of children and families through good practice in assessment and planning. ➤ Thorough knowledge of relevant research relating to abuse and neglect of children, impacts of trauma, relevant interventions and approaches to practice. ➤ Understanding of partnership working. ➤ Working with diversity. 	<ul style="list-style-type: none"> ➤ Knowledge of national policy and developments including inspection standards and outcomes. ➤ Service improvement planning.
Experience	<ul style="list-style-type: none"> ➤ Substantial relevant post qualifying experience in the field of children in care / child safeguarding, in a statutory social work role. ➤ Staff or student supervision, helping others to practice in ways that achieve safety and good outcomes for the most vulnerable children. ➤ Evidence of helping others to develop practice, skills and confidence in the relevant discipline. ➤ Experience of performance management, using data as an indicator to the provision of statutory functions and in driving up standards. ➤ Experience of developing actions plans arising from qualitative and quantitative evaluation of services, with an improvement focus. ➤ Partnership working across agencies. ➤ Experience in helping staff to maintain emotional wellbeing 	<ul style="list-style-type: none"> ➤ Involvement in Service Planning ➤ Performance management ➤ Involvement in external inspection ➤ Management of resources, including budgets ➤ Management of change

	<p>whilst identifying and mitigating the abuse / harm of children.</p>	
<p>Physical Skills</p>	<ul style="list-style-type: none"> ➤ Keyboard skills are required to ensure accurate and appropriate information is produced and provided to service users, customers and clients. 	
<p>Competencies and other skills required</p>	<p>Customer Focus</p> <ul style="list-style-type: none"> ➤ Commitment to develop services, which are responsive to the needs of the most vulnerable children in the district. ➤ Proven ability to act in the most complex of circumstances to safeguard and drive better outcomes for children and young people. ➤ Skills in effectively resolving conflict and de-escalation in situations of disagreement and challenge. ➤ Skills in finding ways to hear and reflect service user voice to inform practice and the development of services. <p>Communication</p> <ul style="list-style-type: none"> ➤ Ability to communicate complex and emotive information in a range of ways suitable to the situation and service user. ➤ Present information clearly, concisely, professionally and in plain language in a range of professional and personal settings. ➤ Ability to handle confidential information with respect and integrity. ➤ Ability to effectively support practitioners working in the most emotionally challenging of circumstances, helping them to maintain their emotional and mental health through supervision and management processes. 	

Team and Partnership Working

- Actively makes connections with other teams and partners to improve services.
- Develop and manage own team, of up to 8 Social Work practitioners, such that effective statutory functions to safeguard and promote the welfare of children, including through corporate parenting, are carried out.
- Address and effectively progress issues related to sickness / capability / disciplinary, in line with the council's procedures.
- Contribute to the development of strategies for corporate parenting, safeguarding and partnership working across the continuum of need. Take action as agreed to implement strategic priorities in practice.

Leadership

- Manage a Team of qualified Social Workers, including providing effective mentoring and oversight of newly qualified staff.
- Lead and direct Advanced Social Work Practitioners within the team.
- Role model effective Social Work practice, drive good quality intervention through supervision, team meetings and other learning activity;
- Promote a learning culture within the team, in order to enable continuous professional development.
- Work with services across the council and CYPS directorate in order to ensure the best possible practice standards are achieved and sustained, including through sustained quality assurance, performance management and learning activity.
- Make and sustain relationships with other leaders (including peers

across relevant teams within the council and across the partnership) to give and receive support, challenge when needed, and influence the delivery of best practice.

Effective Forward Planning

- Manage own time effectively, balancing current and longer-term issues
- Make best use of resources, working with partners in the broader strategic context to plan interventions and co-ordinate service provision to families.
- Ability to manage budgets
- Anticipate problems and develops contingency plans.
- Contribute to strategic and professional developments across the safeguarding partnership in the borough, such that necessary legislative, professional or operational change is identified, planned and implemented effectively.
- Contribute to service planning.

Developing High Performing People and Teams

- Takes the role of coach and mentor as required;
- Create positive working relationships with others;
- Be aware of and respond to issues of diversity as needed;
- Take responsibility for own learning, model and embed culture of learning through practice;
- Take responsibility for facilitating and motivating the team to achieve its objectives
- Resilient in the context of highly sensitive and emotive work, able to effectively manage own mental / emotional health and seek appropriate support as needed.

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Key Outcomes/ Activities

- Provide leadership, effective management and support to staff to delivery highly effective safeguarding, support and corporate parenting functions to the most vulnerable children in the district.
- Manage the workload and performance of the team, support staff to deliver integrated, high quality services that meet service objectives and priorities and targets.
- The allocation of work to staff (according to priorities) and responsibility for the management of work that is not allocated.
- Implementing safeguarding policies and procedures, working in accordance with statute, regulation, professional guidance and research. Practicing in a way that is compliant with professional standards and registration.
- Carry out quality assurance activity with regard to the work of the team, in particular the impact of practice for children and their families.
- Carry out complaints investigation and dispute resolution.
- Recruitment and retention of staff.
- Staff induction, development, supervision and appraisal in line with agreed policies and in the context of the role, taking into account the need to ensure staff are adequately supported to carry out interventions with children who are suffering or have suffered harm.
- Assessment and development of practice.
- To make the most effective use of resources (human, financial and others) so that services provide value for money.
- To effectively manage staff absence in accordance with agreed procedures.
- To take appropriate action under discipline and grievance, capability and other procedures.
- Manage and monitor devolved budgets.
- To ensure that staff operate within statutory requirements, council and directorate policies and procedures.
- To ensure that services offer equal opportunities to all service users and employees and that diversity within the service is encouraged and promoted.
- Implement Health and Safety policy and procedures and ensure employees are aware of and observe statutory and council requirements to achieve a safe working environment.
- Communication with employees, colleagues and senior managers and responsible for the dissemination of information to staff and for informing Service Managers and the Service Director of relevant issues affecting the team and service.
- To work with Service Managers and other managers and employees to develop the service and meet objectives and targets.
- Record and provide information and data as required by the directorate, the Council and the Government.
- Within the context of the relevant Service Improvement Plan to develop a team or unit business plan that sets out action against key objectives and targets.
- To develop, promote and maintain effective communication, liaison and joint working with other Council departments and agencies.
- To chair meetings that will include case discussions, professionals meetings, planning meetings, strategy meetings and case reviews.
- To work collaboratively with other team managers, to be collectively responsible for the work and objectives of the service area and to cover for colleagues when necessary.
- To be responsible for own professional development and participate in relevant training.
- To participate in supervision, appraisal and other development activities as required by the Service Manager and Directorate policies and procedures.
- Any other duties required by the post and within the competency of the post holder.

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Responsibility for Resources

Employees (Supervision):

- Responsible for the day-to-day management and supervision of a number of employees within the Team.
- Ensure employee development and management support processes are undertaken.
- Communication in line with service requirements.

Financial:

Employee & team budget up to £2M.

Physical:

Responsibility for high levels of confidential manual and/or computer information.

Customers and Clients:

- The work of Team Manager directly impacts on the well-being of individual or groups of people through the provision of a service or services to them.
- Responsibility for the development of relevant policies and supporting procedures.
- Provision of advice and guidance on established internal policies.

Internal contacts: All levels of staff within Social Services and Health and partner agencies and Trusts. Trust.

External contacts: General Practitioners, social workers, voluntary agencies, job centre plus and other service providers.

Working Conditions:

The postholder may have to deal with verbal abuse, aggression or other anti-social behaviour from members of the public and may be subject to disagreeable, unpleasant or hazardous situations.

Characteristics of the post:

- The nature of the job will require flexibility and necessitate occasional evening and weekend working.
- Full driving License and use of a car unless you are unable to drive as a result of a disability when reasonable adjustments are made.
- Employees are encouraged to participate in training activities in order to enhance their own personal development.

Employment checks required for the post:

- Evidence of entitlement to work in the UK
- Evidence of essential qualifications as detailed in this Job Specification
- Two satisfactory references

- Evidence of a satisfactory safeguarding check, e.g. An Enhanced DBS Check
- A List 99 check
- HCPC Registration
- Confirmation of medical fitness for employment

Date completed: August 2012