# Job Description

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| Directorate: | Children & Young People |
| Grade: | HC11 |
| Location: | Multiple locations |
| Responsible to: | Service Manager |

**Job Role: Team Manager**

**Service: Safeguarding & Support**

## Main purpose of the role

Our Safeguarding 7 Support teams are responsible for Section 47 enquiries, social care assessments, Child in need, Initial Child Protection Conferences, issuing Care Proceedings and the Public Law Outline

The Team Manager will be responsible for the management, supervision, support and guidance of a team of social workers. The Team Managers ensure that the services offered to children are of the highest quality, ensuring effective safeguarding of children and adhering to statutory and legislative requirements.

As a team manager you will be expected to ensure the standards of work through supervision, quality assurance, performance management and audit. Alongside the Service Managers you will work together to drive forward the vision of improving services to ensure the most vulnerable children in Herefordshire are safe and their outcomes improved.

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| Key Duties and Responsibilities | Frequency of Task |
| To manage a team of Social Workers and alternatively qualified practitioners within the team so that children’s needs can be met and, where it is safe enough, they can be brought up safely within their families as part of clear restorative practice. | * Daily |
| * To achieve this through the delivery of a coordinated integrated approach to high quality information gathering and analysis, resulting in the best possible   outcomes for Children and Young People. | * Daily |

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| * To provide personal supervision and caseload management (including reflective sessions). | * Daily |
| * Ensure safeguarding is prioritised by all team   Members, making yourself available for and undertaking case discussions as part of guiding and supporting the team to grow and make informed decisions. | * Daily |
| * Ensure that the team work together with all relevant   agencies to safeguard and promote the welfare of children | * Daily |
| * Ensure that competent professional judgements are made based on sound assessment, planning and provision for the needs of child and young people | * Daily |
| * To complete monthly audits as part of the wider   quality assurance framework as well as dip-sampling of the team’s work to monitor quality and performance. Support the service manager in responding to actions set as a result of audit and quality assurance activity. | * Monthly |
| * To chair and facilitate meetings commensurate with local and national guidance. | * Daily |
| * To understand and implement relevant legislation and guidance, in accordance with the policies and procedures of the directorate | * Daily |
| * To ensure that the work of the team meets the required quality standards | * Daily |
| * To support the Service Managers in ensuring local systems, skills and processes are in place and applied consistently to secure high quality information, data, analysis and report | * Daily |
| * To motivate and assist in the professional development of practitioners within the team, prioritising staff morale, health and wellbeing and   attendance at work in your team | * Daily |
| * To maintain safe working practices for self and others and be compliant with the Council’s health and safety policy and procedures. | * Daily |
| * To support the service manager to identify trends and developments in professional work, highlighting the implications for the Directorate, and contribute to the development of policy and promotion of good practice standards in Herefordshire, as well as leading on aspects of quality assurance, as directed by Service   Managers. | * Daily |

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| * Provide and ensure consistently high quality risk management and decision making in identifying the most appropriate plans and interventions for children and young people | * Daily |
| * Manage the team establishment and the recruitment and support team members, ensuring that the service provided by the team is of the highest quality   and that excellent performance is maintained. | * Daily |

# Person Specification

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| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| **Qualifications and Training** | | |
| * Social Work Degree, DipSW, CQSW, CSS or equivalent. | Essential | A, I |
| * Significant post qualification social work experience with a recognised social work qualification and evidence of CPD and   SWE registration | Essential | A, I |
| * SWE registration | Essential | A, I |
| * Committed to continuing professional development | Essential | A, I |
| **Experience & Knowledge** | | |
| * A proven record of effectively   managing staff, budgets and service areas successfully | Essential | A, I |
| * Qualified in area of professional expertise, specifically knowledge of public and private law and child protection as a minimum. | Essential | A, I |
| * Track record of effective service delivery in a public service   environment. | Essential | A, I |
| * Experience of service and   quality improvement methods and their implementation. | Essential | A, I |

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| * Ability to identify trends and develop new concepts being professionally agile in response to the fluctuating needs of children and young   people. | Essential | A, I |
| * Experience of managing networks in a partnership environment, including working knowledge of   partnering/ contract management. | Essential | A, I |
| * Ability to analyse performance information and to use this effectively in taking   appropriate action with measured outcomes. | Essential | A, I |
| * An excellent professional, technical and developmental record in a relevant technical area including relevant specialist knowledge over a range of   procedures. | Essential | A, I |
| **Skills and Abilities** | | |
| * To provide vision and leadership to inspire and empower employees so they can reach their full potential and contribute to the council’s values and   behaviours. | Essential | A, I |
| * High level of competence and confidence in providing verbal or written communications, including coherent reports to professional meetings, strategy meetings, Legal Meetings and Court proceedings. | Essential | A, I |
| * Proven ability to achieve high practice quality standards in the assessment of strengths, needs, risks, produce analysis and translate into a coherent   plan that improves outcomes. | Essential | A, I |

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| * Good oral and written communication skills i.e. ability to express complex   concepts and information. | Essential | A, I |
| * Ability to use IT systems effectively, ensure regulatory standards are met and performance standards   maintained. | Essential | A, I |
| * Understanding of child care and child protection legislation and procedures. | Essential | A, I |
| * Experience and knowledge in respect of writing or giving oral evidence to the Court and to support/mentor social workers and colleagues with the same. |  |  |
| * An understanding of inclusion, diversity culture, equality, equity and how it   impacts practice. | Essential | A, I |
| * Ability to plan, organise and   prioritise a demanding workload | Essential | A, I |
| * Ability to communicate effectively. | Essential | A, I |

For all school staff and any post working with children, young people and vulnerable adults: Employees have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. It is an essential requirement that staff are aware of the Herefordshire Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.