

Team Manager – Contextual Safeguarding

JE Code: JE2407

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service:** | Children and Families |
| **Reports To:** | YOS Manager |
| **Job Family:** | Care and Welfare |
| **Grade:** | K |
| **Political Restricted:** | N |
| **Date:** | July 2022 |

**Key Deliverables**

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| **1.** | To ensure that all children in need, in need of protection, and/or in care are safeguarded and their well-being is promoted effectively, through the application of specialist theory, practical and procedural knowledge, and that a range of interventions appropriate to the needs of the families are provided to support children in need and at risk to live safely within their family wherever possible. |
| **2** | Lead a team consisting of multi-agency & multi-disciplinary professionals to ensure they are effectively managed and supervised and casework is suitably allocated and monitored across the team’s area of responsibility, ensuring the best possible outcomes for children.  To work in partnership with the Professional Lead to ensure that the provision of supervision is tailored to the needs of the individual and their specific role within the wider service. |
| **3.** | Ensuring that assessments, care planning and case work reviews comply with the standards set by Social Work England, Ofsted Inspection Framework and Her Majesty Inspectorate of Probation (HMIP) to ensure legal requirements are fulfilled to achieve best practice.  To maintain robust monitoring/ auditing mechanisms and risk assessment systems in line with CSC policies and procedures. To provide data that is required for reporting purposes (internal and external) and ensure its accuracy. |
| **4.** | Responsible for recruitment, induction, staff development and one to ones of all staff within the team, whether employed or seconded, ensuring also that the designated team budgets are effectively and creatively managed to ensure that every pound spent, including how staff and resources are used, delivers the most benefit to children and families. |
| **5.** | To make and be responsible for appropriate decisions, exercising initiative to ensure safeguarding of children, referring to a more senior level where there are significant resource and policy issues or matters of a particularly sensitive or complex nature. |
| **6.** | Setting short and long-term goals for the team in order to contribute to the council’s vision, mission and values as well as enhancing the department’s safeguarding and promoting the well-being of children processes. |
| **7.** | To utilise detailed and complex analysis from highly complex information and from a variety of sources and quality to underpin creative short- and long-term solutions in highly complex and risky situations. |
| **8.** | To chair complex multi-agency and multi-disciplinary meetings which includes strategy, legal and care planning meetings including the Missing & Exploitation Panel to ensure holistic plans are put in place to ensure risks posed by and to children and the wider community are safely managed and mitigated. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Professional qualification in social work with extensive post qualification experience and/or supervisory experience in social care and/or policing/youth justice field relevant to child exploitation. Detailed theoretical knowledge of childcare issues including child exploitation, serious youth violence, missing, gangs, county drugs lines and relevant legislation, policy and research. |
| **2.** | Substantial experience of case management practice within Children’s Social Care specific to child exploitation, working with children who are victims of child exploitation or supervising professionals who work with exploited children. Advanced specialist and detailed theoretical knowledge of related criminal childcare issues, legislation, policy, and research. |
| **3.** | Must be self-motivating and able to make difficult decisions and support staff in complex work, extensive experience in supervision, development, appraise staff, within a framework and to YJB, HMIP, Ofsted Inspection Framework & Social Work England standards. Able to lead and motivate staff to deliver changes in practice, team structures and joint working in line with local and national requirements. |
| **4.** | To possess good written and verbal communication skills including presentation skills with ability to question, challenge, solve problems and complete tasks within variable time frames. |
| **5.** | Good interpersonal, organisational and information management skills. |



Job Family

Care & Welfare

Grade K

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

At this level roles are team managers whose deep knowledge of their Social Work or Public Health specialism sees them dealing with a combination of highly complex strategic and operational issues. Expected to deliver innovation and service development, these jobs make an important contribution to shaping the Council’s response to the demands made upon it related to the care and welfare of vulnerable members of our community.

### The knowledge and skills required

The expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines with an equivalent level of very lengthy practitioner level experience.

Most roles will require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

### Thinking, planning and communication

Problems at this level will include fast-paced operational decision making where juggling resource priorities, client needs, and procedural or regulatory limitations will combine to add considerable complexity to the process. But in addition to this, job holders must take a long-term view of their team’s targets and performance and will be expected to drive improvement through innovation and policy development.

With highly developed communication skills usually within the social work/public health arena at practitioner level, these roles will add to this the need to influence others at a corporate level in order to achieve team aims. They will also be dealing regularly with complex and contentious information which will require potentially difficult interactions both inside the Council and with external partner organisations and other stakeholders.

**Decision making and innovation**

Roles are constrained only by very high-level management oversight. Job holders are expected to shape their team’s operational priorities and methods in line not only with Council policy guidelines but according to national standards. Job holders will be required to use discretion and their initiative over a broad area of social work/public health activity.

### Areas of responsibility

Job holders will have a major and critical responsibility for assessing the complex needs of large groups of vulnerable individuals and shaping the Council’s response to these needs, devising entire programmes of care and welfare. Their decisions and actions will impact directly on individuals and groups and have potentially long-term consequences.

Job holders will have formal management responsibility within their team or centre or be the lead in their field.

Job holders will have discretionary budget responsibility and may also contribute to budget setting by assessing financial need in relation to delivery of team aims.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention, while tasks such as report writing and attending case meetings will call for lengthy periods of concentrated mental attention.

Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands. The nature of these roles is such that most of the client relationships job holders are required to develop and maintain may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.