

Team Manager – Family Support

JE Code: JE0056

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Children’s Services – Family Support |
| **Reports to:** | Head of Family Support Services |
| **Job Family:** | Care & Welfare  |
| **Grade:** | K |
| **Political restricted:** | N |
| **Date:** | March 2023 |

**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. |
| **2.** | To ensure 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. |
| **3.** | To lead and facilitate partnership working with key agencies, ensuring best possible outcomes for children. |
| **4.** | A team consisting of deputy team managers, social workers and social work assistants is effectively managed and supervised, and casework is allocated and monitored across the team’s area of responsibility. To comply with the standards set out by the professional body Social Work England. |
| **5.** | Assessments, care planning and case work reviews are conducted in line with legislation, and agreed national standards, performance targets and regulatory requirements are met. |
| **6.** | 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. |
| **7.** | To make and be responsible for appropriate decisions and exercise initiative with a view to safeguarding children only referring to a more senior level where there are significant resource and policy issues or matters of a particularly sensitive or complex nature. |
| **8.** | The designated team budgets are effectively and creatively managed to ensure that every pound spent, and staff and resources used, delivers the most benefit to children and families. |
| **9.** | Staff performance conforms to the required professional and performance standards, including full electronic recording of work on ICS. |

*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.** | Qualified Social Worker with a valid Social Work England registration, eligible to work in the UK and hold a UK driving licence. Minimum of 4 years post qualification experience, and post qualification award in subjects related to child or family work. |
| **2.** | Advanced specialist and detailed theoretical knowledge of childcare issues, legislation, policy and research. Included detailed knowledge of related specialist areas e.g., Health, Probation, SEN. |
| **3.** | Ability to analyse highly complex information, summarise and write/ record relevant information clearly and concisely so that it is easily understood by users and colleagues. Information will be from a variety of sources and may require careful interpretation. |
| **4.** | Monitor workflow and enable good throughputs of work to and from the team, whilst ensuring standards are met. Able to coordinate the complex work of the team ensuring cases are allocated appropriately and promptly; responding to crisis by directing the work of the team to ensure urgent action is taken to prevent escalation of the problem. Able to monitor workflow, set standards and monitor performance in order to promote quality throughout the team in order to provide a good standard of service to customers. |
| **5.** | Self-motivated with excellent verbal and written communication skills, and able to prioritise work, achieve deadlines and work effectively as part of a team in a solution focussed way. |



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
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# 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.