**ROLE PROFILE**

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| **Job Title** | **Team Manager** | | |
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| **Directorate** | People | | |
| **Section** | Children & Families | | |
| **Accountable to** | Head of Delivery | | |
| **Grade** | K | | |
| **JE Number** | JE0056 |  |  |

**Purpose of Role**

To ensure that all referrals, assessments and care plans for children in need, in care and care leavers and the assessments of and support to Milton Keynes foster carers and adopters are carried out and implemented effectively to improve the outcomes for children and young people, by managing a team of Deputy Team Managers, Senior Practitioners, social workers and other staff, to fulfil the Council’s statutory requirements under Children Act 1989, adoption and fostering services regulations and other legislation and statutory guidance.

**Key Objectives**

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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 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. |
| 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, social work assistants and child care professionals (including those from partner agencies) 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 HCPC. |
| 5 | 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. |
| 6 | Assessments, care planning and case work reviews are conducted in line with legislation, and agreed national standards, performance targets and regulatory requirements are met |
| 7 | Staff performance conforms to the required professional and performance standards, including full electronic recording of work on ICS |
| 8 | 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. |
| 9 | To set 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. |
| 10 | 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. |
| 11 | Where the team delivers a placement service, to be the registered manager of that service and fulfil all the requirements and responsibilities of that role |

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**Scope**

The post holder will report to the Head of Delivery and manage a team of deputy team managers, social workers, social work assistants and child care professionals (some of whom may be from partner agencies).

The post holder, as the Team Manager, will be responsible for the supervision and management of up to 50 staff) including the deputy team managers and his/her supervisory caseload, and allocation of work, to ensure that all work meets the agreed quality standards and complies with HCPC standards of practice. The post holder may delegate the supervision of other members of the team to senior practitioners.

The post holder will need to work closely with and have good relationships with other statutory and non-statutory agencies in order to deliver good outcomes for children.

The post holder will also be required to work closely with colleagues across Milton Keynes Children’s Services to contribute to integrated planning and service delivery for all children in MK. The post holder will be directly responsible for team plans and delivery of service plans, and the management and implementation of change within these services.

Children’s social care and targeted intervention services operate within an interagency framework, engaging with service providers within the council and with external agencies and organisations. The post holder will need to work closely with these colleagues and supervise any staff working within multi-agency teams as appropriate.

The post holder is responsible for specified operational budgets with a mean average of £1,300,000, of which 26% (mean average) is non-staff related and is required to authorise, monitor and forecast expenditure. The post holder is responsible for identifying budget risks and make recommendations to manage those risks. The post holder will be responsible for making decisions that impact on budgets held by senior managers and therefore has to demonstrate a clear rationale behind those decisions.

The post holder is responsible for the performance of the team including monitoring against national performance indicators and monitoring of professional standards through auditing and supervision. The post holder is responsible for driving performance improvement and addressing any deficiencies in performance by team members, including capability and disciplinary processes, including undertaking investigations in other council areas as required.

The post holder will lead, be a member of and advise appropriate work groups, Safeguarding Children Board sub-groups, panels and project groups, as required and will develop policy, procedures and special interests on behalf of their service.

The post holder will drive project developments specific to their service area.

The post holder will be responsible for managing the risks related to dealing with young people and adults who may be either verbally or physically aggressive towards workers within the team or from wider council and partner services.

**Work Profile**

The post holder is accountable to the Head of Delivery and is responsible for managing a team of deputy team managers, social workers, social work assistants and child care professionals. They will have full case accountability including the responsibility for allocation of case work to team members and the delegation of management responsibilities to team members.

The post holder will be required to line manage seconded partners and to manage other teams/groups as directed by the Head of Delivery.

The post holder will ensure that assessments, care planning and case reviews are undertaken to the required standards. The post holder will be fully responsible for the management of risk associated with the team’s casework.

The post holder will be responsible for leading the staff team and ensuring it reaches its performance standards and complies with all legislative and regulatory requirements. The post holder will ensure that monthly quality audits of work are undertaken and service reports are written as required.

The post holder will be responsible for staff recruitment, induction and retention, staff support and supervision and appraisal, and for identifying training and development needs and resources for the team in conjunction with the council’s staff development officers,. They are responsible for ensuring that staff have the skills required to do their work effectively. The post holder is responsible for the team’s work and that ensuring that it meets the required standards and performance criteria for the safeguarding and well being of children and young people.

The post holder will be a member of the service management team and will lead on their area of work within Children & Families and be involved in the planning, provision and development of the service and the preparation of policies, procedures and protocols.

The post holder will be required to contribute to strategic and operational working groups and projects that are established to develop services or policy that improve outcomes for children. This can include taking responsibility for the commissioning, recruitment, evaluation and critical review of any subsequent service provision.

The post holder will be responsible for the service planning of the team and for the management and deployment of the team’s budget and resources.

The post holder is responsible for managing and forecasting of their budget, and taking action to address any demand-led or other forecast overspending. The post holder is responsible for the delivery of the objectives and performance targets of their team. The post holder will be fully responsible for responding to complaints within their area of work within the requirements of the council’s complaints procedures.

The post holder will as required represent the Head of Delivery on working groups or operational panels when it is appropriate and effective to do so and to cover for absent colleagues across the service as required.

The post holder will work flexibly, ensuring that workers who are engaged in emergency or high risk work out of hours are adequately monitored and supported and have access to management decision making.

**PERSON SPECIFICATION**

**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified**

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant**  knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

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| **PERSON SPECIFICATION** | **Examples specific to role** | **Required** | | **Level** | | | **Method of Assessment interview, testing, reference** |
| **Essential** | **Desirable** | **Awareness** | **Significant** | **Extensive** |
| **SKILLS AND KNOWLEDGE**  **Technical knowledge and qualifications** | Social work qualification (Dip SW, CQSW, Degree in social work or equivalent)  Minimum of 3 years post qualification experience  Management and supervisory experience in social care field.  Post qualification award in subjects related to child or family work registered with the HCPC or application for registration  Management qualification or equivalent  Practice teaching award  Advanced specialist and detailed theoretical knowledge of child care issues, legislation, policy and research. Included detailed knowledge of related specialist areas e.g. Health, Probation, SEN. | X    X  X  X  X  X | X  X  X |  |  | X |  |
| **Planning and organising work** | 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.  Ability to forward plan in weeks/months/years ahead with respect to plans for children and the development of the overall Team Plan.  Ability to set short and long-term goals in order to contribute to the council’s vision, mission and values as well as enhancing the departments safeguarding children processes.  Monitor workflow and enable good throughputs of work to and from the team, whilst ensuring standards are met.  Set standards and monitor performance in order to promote quality throughout the team in order to provide a good standard of service to customers.  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.  Very good verbal and written communication skills  Able to prioritise work and achieve deadlines.  Ability to absorb and analyse information and make safe decision about children frequently during the day.  Ability to t read lengthy reports and assessments which requires a high level of concentration, whilst also dealing with urgent decisions that are required.  Ability to undertake lengthy periods of concentrated mental attention and manage very high levels of work related pressure. | X  X  X  X  X  X  X  X  X  X |  |  | X  X  X  X  X  X  X  X  X  X |  | **Verbal Reasoning Test** |
| **Capacity and resource planning** | Able to allocate work and ensure resources available are utilised to meet demand effectively without delay | X |  |  | X |  |  |
| **Influencing and interpersonal skills** | Ability to develop and sustain partnership with other professionals and agencies through trust and credibility  Able to chair complex inter agency meetings, legal planning meetings, and argue case cogently in court and with partner agencies  Ability to take a lead role in initiating action and making decisions.  Respond to complaints and deploy mediation techniques to prevent escalation through the complaints process. | X  X  X  X |  |  | X  X |  |  |
| **PROBLEM-SOLVING**  **Using initiative to overcome problems** | Ability to question, challenge, solve problems and complete tasks within variable time frames.  Assessment skills – ability to demonstrate a high level of understanding of process and provide evidence of ability to apply skills  Able to analyse highly complex information and make decisions for team members in high risk situations.  Able to make decisions that require other parts of the organisation and external agencies to take action (e.g. Adult Social Care, Legal Services, Health services, Police) | X  X  X  X |  |  | X  X  X  X |  |  |
| **Managing risk** | Able to make considered decisions to a broad range of problems, analyse and evaluate highly complex information in high risk situations in varying timescales.  Able to balance risk weighing the risk against the probability for positive and negative outcomes on a day-to-day basis in order to make pragmatic and well thought through decisions to safeguard children.  Ability to assess when there is the need to take pre-emptive action to prevent organisational risk to the council and partners. | X  X  X |  |  | X  X  X |  |  |
| **Managing change** | Able to lead and motivate staff to deliver changes in practice, team structures and joint working in line with local and national requirements  Able to develop, commission and manage new services whilst balancing against ongoing risk factors | X  X |  |  | X  X |  |  |
| **ACCOUNTABILITY and RESPONSIBILITY**  **Undertakes tasks without supervision** | Must be self-motivating and able to make difficult decisions and support staff in complex work, supervise and appraise staff, within a framework and to HCPC standards.  Takes responsibility for the team, the service delivered and the decisions made. This can include decisions about a child’s safety, who children live with and how children are supported.  Able to coordinate other functions of the team which includes seconded partners or other separate sub teams.  Able to manage the intense emotional demands arising from the work of Children’s Social Care. | X  X  X  X |  |  | X  X  X  X |  |  |
| **Managing people** | High level skills and knowledge in managing and motivating professional staff in a complex work area and environment  Responsible for the performance of teams and individuals ensuring they meet the required standard and is able to use organisational processes to manage poor performance.  Ability to build and co-ordinate a team of professionals to provide a quality service to clients.  Ability to adapt to different professional cultures and is able to work cross functionally with partners to enhancing working relationships.  Ability to manage service users who are in an agitated and distressed state .  Ability to support staff who may be dealing with emotional consequences of their work including threats and enable them to develop strategies to manage stress.  Ability to support workers who for the majority of working hours are working in highly stressful situations. | X  X  X  X  X  X  X |  |  | X  X  X  X  X  X  X |  |  |
| **Managing financial resources** | Responsible for the effective deployment and management of the team’s financial and staffing resources.  Ability to recognise that decisions made by the post holder will have wider financial implications for the organisation i.e. impact on budgets held be senior managers. | X  X |  |  | X  X |  |  |

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.**

**In addition for those posts with management responsibilities the competencies will include managing self and personal skills, providing direction, facilitating and managing change, working with people, using resources, achieving results, promoting policy, values and culture, customer service and health and safety.**

**SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.**

**Other information**

* able to travel to meet service delivery requirements
* available to undertake work outside of normal working hours
* good IT skills

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|  |  | M May  G Reiter | Dec 14 |
| Signed Job holder | Signed Line Manager | Signed Service Head | Date |