

## City of Wolverhampton Council

### Job Description

<b>Job Title:</b>	<b>Social Care Team Manager</b>		
<b>Service Group:</b>	Children and Young People		
<b>Department/Team:</b>	Social Work		
<b>Location:</b>	Children and Family Support Centre/Children and Young People in Care Service or any other suitable location within the City of Wolverhampton		
<b>Workstyle:</b>	Flexible		
<b>Grade:</b>	Grade 9		
<b>Job Class:</b>		<b>Number of posts:</b>	
<b>Disclosure and Barring Clearance:</b>	This post is subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) check.		

#### **Job Purpose:**

- To ensure the provision of a high quality and effective social work service to meet the needs of children and their families, safeguarding children in a timely manner within statutory guidelines.
- To represent the service within multi-agency forums and to contribute to the development of policy and practice in Children's Services across the city.
- To ensure the social work service is fully integrated within the wider Children's Services in order to promote positive outcomes for children and their families.
- To provide effective leadership within the service, taking responsibility, being accountable and motivating staff within the team.
- To act as a champion within the service for restorative practice.

#### **Principal Duties and Responsibilities:**

##### **Strategic Responsibilities:**

- To work with the Service Manager to set objectives for the team, develop plans, identify resources and mobilise staff to meet those objectives.
- To understand the position of the team within the wider Council and in relation to the local authority responsibilities.
- To work with the Service Manager to produce annual objectives for the team with associated plans about how to meet these objectives.
- To support the development of policies and procedures in response to statutory guidance, local policies and the needs of children and their families.
- To monitor progress of implementation of strategies/plans and report to senior managers and other forums.

- To motivate and inform staff to understand their position within the wider context of the Council.
- To maintain a detailed working knowledge of legislative and statutory frameworks ensuring service delivery meets the associated requirements.

**Operational Responsibilities:**

- To ensure that children are safeguarded, and that the service provides interventions which combine risk management and a restorative approach to practice.
- To provide line management of senior social workers and social workers, including supervision and appraisal of staff.
- To create and sustain systems for prioritisation, management and throughput of cases from first contact to transfer or closure.
- To oversee casework with children and their families ensuring there is high quality assessment, planning and review of cases, and that this is recorded concisely within case files and in line with statutory guidelines.
- To manage the budget for the team within the context of service budgets and priorities and ensure that systems for delegated financial authority are followed.
- To ensure that social work activity is focused and makes use of evidence and research about effective methodologies, which can be demonstrated in case records.
- To ensure that effective use is made of relevant professional expertise provided to each of the social work units.
- To be responsible and accountable for the delegated authority of key decisions across Children's social care.
- To act as Practice Educator and assessor in order to promote professional practice across Children's Social Care.

**Performance Management:**

- To contribute analysis to regular reports using quantitative and qualitative data to describe performance in key areas within the service.
- Use of supervision to ensure staff compliance with procedures to meet statutory requirements and performance targets. (make RP)
- To use personnel processes to address poor performance of staff within the service. (make RP)

**Partnership Working:**

- To ensure that staff within the service have a good understanding of the roles and responsibilities of other teams within the Service and ensure effective collaboration.
- To ensure there is good communication with key agencies, particularly police, schools, health and voluntary organisations, by forging effective working relationships at all levels.

**Leadership:**

- To provide effective leadership for the team, taking responsibility, being accountable and motivating staff.
- To ensure there are good communication mechanisms which encourage information exchange up, down and across the organisation.
- To contribute to regular briefings for staff and organise events which build an ethos of professional and confident service provision.
- To ensure staff understand the value base of the service.
- To model a child-centred and outcome focused approach to all issues.

- To deputise for the Service manager as required.

**Other Duties:**

- To act in accordance with the Council's Constitution and other Codes of Conduct.
- To participate in staff development, appraisal and training as appropriate including continuous professional development.
- To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
- To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
- To participate in the wider development of the service and contribute to service improvement as required.
- Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council's key strategies; as appropriate and training provided.
- Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council's objectives; as appropriate and training provided.
- City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

**Person Specification:**

**Experience:**

- Experience of complex social work with children and families.
- Involvement in leading and developing specialist areas of practice and securing colleague support.
- Significant post qualification experience.
- Experience of a wide range of statutory practice environments in Children's Services and of diverse responsibilities.
- Experience of managing and supervising staff within accountability frameworks.

**Skills:**

- Strong analytical skills and ability to present clear and succinct written documents.
- A record of effective work with colleagues, other statutory agencies and the voluntary sector.
- Ability to influence service planning, implementation and evaluation.
- Ability to develop and sustain systems and processes to manage case work and budgets in order to provide focused social work activity.
- Ability to manage performance aimed at achieving good outcomes for children and families.
- Understanding of what good quality social work is.
- Ability to define expectations of staff, manage individual performance and promote professional development.

- Ability to communicate effectively with staff at all levels within the organisation, and with children and families using the service.
- Ability to manage a service that promotes equality of opportunity and collaborative working, ensuring that staff are aware of the requirement to deliver non-discriminatory services and to promote greater equity for disadvantaged groups.

**Knowledge:**

- Knowledge of Government, national and Council priorities and policies including those relating to personnel.
- Knowledge of childcare legislation, statutory guidance and the Wolverhampton Child Protection Procedures.
- Knowledge and understanding of a range of systemic and evidenced based interventions.
- Knowledge and understanding of Government and Council performance indicators and targets.
- Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities.

**Qualifications and/or Training:**

- Social Work England (formally HCPC) recognised social work qualification.
- Social Work England registered
- Evidence of continued professional development in line with the Professional Capabilities Framework.
- Evidence of post qualification training and a commitment to continued professional development.  
To hold or be working towards the Practice Educator Awards 1 and 2.

**Personal Qualities:**

- Ability to thrive in a complex environment and demonstrate resilience.
- Ability to work flexibly to meet the service and service user needs
- Leadership skills in achieving high performance standards
- Capacity to motivate others to achieve positive outcomes for children and young people, positive work with parents, children and carers
- Ability to think creatively and share skills with colleagues.

**Commitment:**

- Committed to a culture of change within organisations
- Committed to restorative practice as an approach within all dimensions of the role
- Commitment to the achievement of positive outcomes in work with children and their families/carers
- Evidence of commitment to valuing diversity and anti-discriminatory practice.
- Commitment to complete management qualifications.

Effective date:

Signature of post holder:

## City of Wolverhampton Council

### Person Specification

**Job Title     Social Care Team Manager**

#### **Job Purpose and Role**

- To ensure the provision of a high quality and effective social work service to meet the needs of children and their families, safeguarding children in a timely manner within statutory guidelines.
- To represent the service within multi-agency forums and to contribute to the development of policy and practice in Children's Services across the city.
- To ensure the social work service is fully integrated within the wider Children's Services in order to promote positive outcomes for children and their families.
- To provide effective leadership within the service, taking responsibility, being accountable and motivating staff within the team.
- To act as a champion within the service for restorative practice.

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
	<i><b>These are the necessary requirements to carry out the job successfully.</b></i>	<i><b>These are the additional requirements which are relevant, but not essential, to the work involved in the job.</b></i>
Experience	<p>Experience of complex social work with children and families</p> <p>Significant post qualification experience</p> <p>Experience of a wide range of statutory practice environments in Children's Services and of diverse responsibilities</p> <p>Experience of managing and supervising staff within accountability frameworks</p>	Involvement in leading and developing specialist areas of practice and securing colleague support
Skills	<p>Strong analytical skills and ability to present clear and succinct written documents</p> <p>A record of effective work with colleagues, other</p>	Skills in project management

	<p>statutory agencies and the voluntary sector</p> <p>Ability to undertake strategic planning, implementation and evaluation</p> <p>Ability to develop and sustain systems and processes to manage case work and budgets in order to provide focused social work activity</p> <p>Ability to manage performance aimed at achieving good outcomes for children and families</p> <p>Understanding of what good quality social work is Ability to define expectations of staff, manage individual performance and promote professional development</p> <p>Ability to communicate effectively with staff at all levels within the organisation, and with children and families using the service</p> <p>Ability to manage a service that promotes equality of opportunity and collaborative working, ensuring that staff are aware of the requirement to deliver non-discriminatory services and to promote greater equity for disadvantaged groups</p> <p>Use of IT systems</p>	
<p>Knowledge</p>	<p>Knowledge of the Government, national and Council priorities and policies including those relating to personnel</p> <p>Knowledge of childcare</p>	

	<p>legislation, statutory guidance and the Wolverhampton Child Protection Procedures</p> <p>Knowledge and understanding of a range of systemic and evidence - based interventions</p> <p>Knowledge and understanding of Government and Council performance indicators and targets</p> <p>Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities</p>	
<p>Qualifications and/or Training</p>	<p>Social Work England (formally HCPC) recognised social work qualification</p> <p>Social Work England registered</p> <p>Evidence of continued professional development in line with the Professional Capabilities Framework</p> <p>A positive enhanced DBS disclosure.</p> <p>Advanced training in relevant aspects of practice with children and families</p> <p>Evidence of post qualification training and a commitment to continued professional development</p> <p>To hold or be working towards the Practice Educator Awards 1 and 2.</p>	<p>A recognised management qualification</p>

<p>Personal Qualities</p>	<p>Ability to thrive in a complex environment and demonstrate resilience</p> <p>Ability to work flexibly to meet the service and service user needs</p> <p>Leadership skills in achieving high performance standards Capacity to motivate others to achieve positive outcomes for children and young people, positive work with parents, children and carers</p> <p>Ability to think creatively and share skills with colleagues</p> <p>A long-term strategic vision for effective services for Children’s Social Care and wider Children’s Services</p>	<p>Customer focused approach to service users</p>
<p>Commitment</p>	<p>Committed to a culture of change within organisations</p> <p>Committed to the principles of the New Operating Model across Children, Young People and Families in Wolverhampton</p> <p>Commitment to the achievement of positive outcomes in work with children and their families/carers</p> <p>Evidence of commitment to valuing diversity and anti-discriminatory practice</p> <p>Commitment to complete management qualifications</p>	