

Job Description and Person Specification

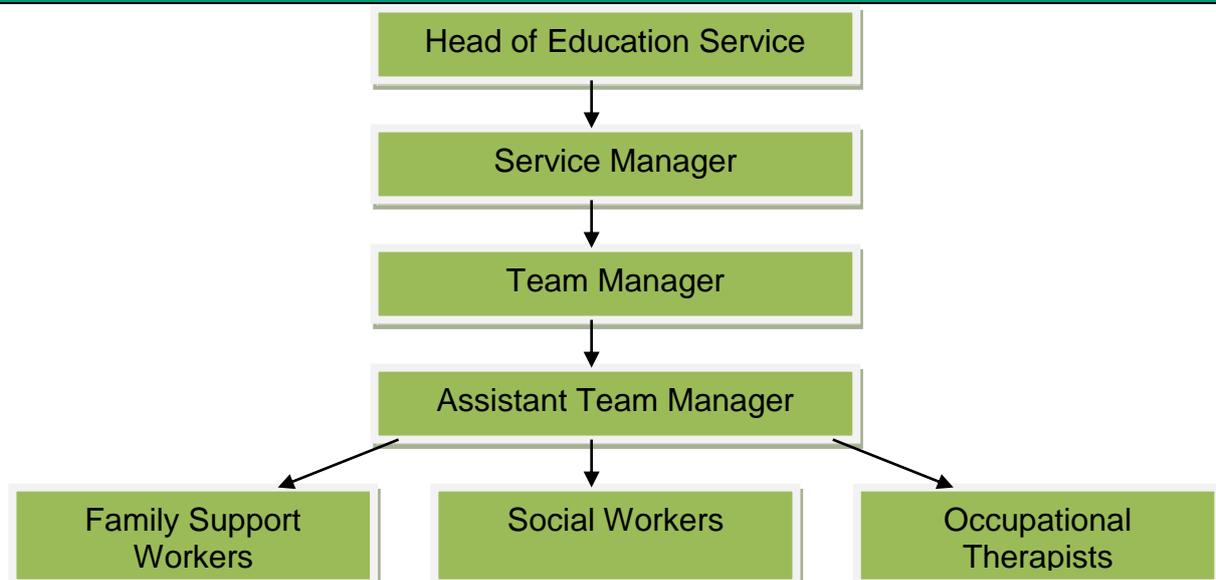
Job title:	Team Manager
Directorate:	People
Service:	Education
Team:	Disabled Children's Team
Post number:	00941
Salary grade:	L
Work location:	West Street House
Reports to:	Service Manager SEN/DCT
Supervises:	Assistant Team Manager, social workers, Family Support Workers, Occupational Therapists

Job Purpose

- To provide operational management of a children's social work team, delivering a specialised service to children and families in West Berkshire
- To ensure effective service delivery and performance, within social work parameters, to meet relevant legislation, regulations and standards, West Berkshire policies and procedures, good practice guidelines and agreed performance targets
- To contribute to the strategic management of the service and the directorate.

The role includes the leadership and management of a team of staff from a predominantly social work/social care background and requires critical analysis, performance management, and prudent allocation and management oversight of cases and resources, including financial resources.

Structure Chart



Main Duties and Responsibilities

Team leadership

1. Lead and manage a team of Social Workers and support staff, including recruitment, induction, training and personal development, absence management, retention, grievance/disciplinary/capability, succession planning and workforce planning.
2. Undertake/oversee allocation of work within the team, and agree team/service priorities, monitor case files, electronic records, and deal with workload management issues as they arise.
3. Provide advice and support to members of the team, peers and colleagues in other teams/services in relation to complex cases
4. Support staff to monitor and assess risk when working with young people and families.
5. Model leadership competencies and behaviours that continuously develop staff and services.

Operational management

6. Ensure timely preparation and submission of written reports from the team, including statements and care plans for care proceedings in County and High Courts. Support workers in court and in presenting evidence.
7. Assess and manage risk within the delivery of the service and, where necessary, ensure senior managers are kept informed.
8. Chair reviews, planning meetings, case conferences and strategy meetings as appropriate.
9. Respond to complaints from service users, relatives and carers, investigating as appropriate.
10. Monitor the quality of service delivery and outcomes, taking action as necessary to address under-performance or inadequate quality.
11. Authorise and manage expenditure within prescribed delegated budget; contribute to resource planning; monitor and evaluate contracts supporting packages of care; and take responsibility for team facilities, physical resources and health & safety.

Staff supervision, performance management and development

12. Undertake professional and reflective supervision, providing coaching support as necessary
13. Carry out annual performance appraisals in line with West Berkshire guidance and timescales, acting to address inadequate performance as appropriate
14. Identify professional development and training needs for the team, in line with the PCF and West Berkshire requirements.
15. Ensure the delivery of staff development activities, including the ASYE programme and induction of new staff.
16. Participate fully in own reflective supervision, taking personal responsibility for identifying and meeting own professional development and training needs.

Strategic management

17. Identify significant incidents, events or trends, and inform senior management in order to

Main Duties and Responsibilities

- ensure effective and timely management and resolution, and sharing of learning.
18. Develop and implement policies and procedures for the team/area.
 19. Contribute to the development of strategy, services and policies for the service, ensuring service delivery within relevant legislation and regulation.
 20. Develop and maintain internal and external working relationships with partner organisations and external agencies.
 21. As a member of the management team, attend meetings and contribute to decisions and policy making.
 22. Undertake duties for the Service Manager, deputising as required.

Corporate management

23. Promote equality as an integral part of the role and treat everyone with fairness and dignity.
24. Recognise health and safety is a responsibility of every employee, take reasonable care of self and others and comply with the WBC Health and Safety policy and any service-specific procedures/rules that apply to this role.
25. Carry out any other duties, commensurate with the post, as may be required for the efficient running of the service.

Scope (impact on/control of resources, people, money etc)

Budget	Revenue	£700K approx
	Capital	0
Staffing	Headcount	16
	Full time equivalent	14

Person Specification

Qualifications	Essential/ Desirable
Recognised social work qualification, post graduate diploma and PQ specialist award or equivalent.	E
Evidence of continual professional development as required by the HCPC and in line with the PCF	E
Management qualification	D
Experience	
At least two (preferably three) years' experience at ATM level, in children's social work	E
Experience of targeted planning to meet the needs of children and young people	E
Practical experience of managing and analysing complex cases, working with families with varying needs and complexities	E
Experience of multi-disciplinary working with children and	E

families and chairing formal multi-disciplinary meetings.	
Experience of undertaking assessments and writing reports for court and presenting evidence in court as well as supporting staff in court.	E
Broad experience of working with cases of child abuse, looked after children, and children in need.	E
Budget management experience	D
Experience of working in a Disabled Children's Team	D
Knowledge and understanding	
Extensive knowledge of methods of social work intervention, child protection, looked after children and specialist areas associated with the post.	E
Detailed knowledge of relevant legislation, regulations, guidance as well as local and national policy issues.	E
Detailed knowledge and understanding of the assessment tools and extensive experience of applying assessment skills within a statutory social work setting.	E
Contemporary knowledge of social work applications i.e. attachment theory, enabling change, behaviour and behaviour management.	E
Understanding of the principles and practice of reflective supervision	E
Knowledge of the principles of performance management.	E
Knowledge and understanding of disability	D
Skills and abilities	
Good communication skills including oral, written, negotiation and role modelling.	E
Understanding and experience of performance management and ways to apply this understanding	E
Good IT skills	E
Good organisational and planning skills	E
Excellent written communication skills, including report-writing	E
Good management skills with the ability to lead and motivate staff	E
Ability to plan ahead and work in a systematic and organised way, to follow direction and procedure and meet statutory requirements.	E
Ability to think analytically - to research, absorb and analyse complex information from different sources.	E
Work-related personal qualities	
Strong interpersonal skills, especially in working with clients	E
Ability to adapt and cope with a changing environment and support colleagues in these circumstances.	E
Ability to manage pressure effectively	E
Ability to cope with conflict and challenge in a positive way.	E
Clear personal values in line with those of West Berkshire Council.	E
Good organisational and strategic thinking skills	E
A 'restorative' approach to professional practice and leadership	D
Other work-related requirements	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
Hold current driving licence and be prepared to undertake occasional long car journeys.	E
Flexible in the use of time and prepared to work, sometimes, at times outside the normal working day.	E

Able to attend meetings and to work at a variety of locations both within and outside West Berkshire.	E
Enhanced DBS check with relevant barred list/s	E

Professional Capabilities Framework – Advanced Level

Social Work Managers: lead, motivate, nurture and manage a team (social workers and others), ensuring the service provided is effective, and delivering positive outcomes. They do so by managing performance and quality assurance, resources and budgets, in collaboration with others and key stakeholders. They are knowledgeable about managing social workers and others within single or multi-professional teams. They contribute and support the development of practice, procedures and policy and specifically the professional development of the team they lead. They are accountable for the practice of social workers within the team they manage, and provide or ensure effective professional and practice supervision, as well as performance appraisals, takes place. They support mentoring and coaching to enhance the quality of practice. They investigate complaints as needed. They seek to ensure team experience influences and informs the work of the organisation and that of other service providers, supporting and managing change as needed within their area of responsibility