

Job Profile

Position Details	
Post	Service Manager
Service Area	Children's Services
Reports to	Head of Service
Grade	PO8+4
Job Family	To be completed by HR

Role Purpose
<p>1. To take a leading role with the Head of Service in the continuous improvement of services based on effective analysis of risk and performance outcome measures and in consultation with users, and carers, as well as with other commissioners, and providers.</p> <p>2. To ensure that the operational responsibilities of the service area function smoothly and to a high standard; that practitioners are supported and enabled to deliver high quality services and that supervision, team meetings and other service essentials work consistently well.</p> <p>3. Manage field social work, provided to children and families and the associated resources. To ensure that children in need, children in need of protection and children looked after by the Council receive a high-quality assessment and service provision in keeping with professional standards of good practice, legislation, regulations and guidance.</p> <p>4. Develop relevant, effective and easily accessible services, working in close partnership with schools, community health facilities and the voluntary sector to provide support services through a wide range of venues. To be responsible for children with a child protection plan and for decision making about their safety and welfare.</p> <p>5. To deputise for the Head of Service as and when required.</p>

Main Responsibilities
<p>1. The post holder has line management responsibility for a Social Work area where there is line management responsibility for Practice Managers, Senior Practitioners, Social Workers, Information Sharing Researchers and Administrators.</p> <p>2. To be responsible for effective management of Team Managers and other practice staff as required and to provide accountability for the delivery of services to children, young people and their families.</p> <p>3. . Ensures that there is effective management of childcare services, including judgement of risk to individual families and children, within the Service and across agencies. This may on occasion include managing staff in different locations.</p>

4. To manage staff from other disciplines and agencies as may be required as part of delivering multi-disciplinary services.
5. To manage, develop and continuously review services for the client group in partnership with others, in order to promote the provision of good quality, best value services for local residents.
6. To ensure that all staff and managers receive regular, high quality, challenging and reflective supervision and performance appraisal according to departmental and council policy and guidance
7. Ensures that the high quality of work is maintained as a uniformly high standard and that team members' expertise and special skills are developed (through the use of supervision, appraisal and standard setting).
8. To identify staff learning and developments needs and ensure high standards of professional practice are achieved through systematic individual and team development programmes
9. To be responsible where appropriate for the recruitment, selection, appointment, induction and probationary assessment of new staff, in accordance and council policy and procedures
10. To identify matters that might lead to disciplinary proceedings, carry out investigations and present at hearings as and when necessary. To be responsible for the implementation of the absence monitoring policy in relation to the staff team
11. To ensure recording keeping across the teams is consistently of a high standard and that managerial decisions are taken and record promptly within the appropriate frameworks
12. To initiate and chair single and inter-agency meetings and core work groups for particular children, monitoring the performance of agreed tasks for all participants.
13. To attend, organise and chair meetings as appropriate and as requested, within the department and with other agencies.
14. To ensure that the views of service users inform service developments and contribute to improvements to the service.
15. To participate in the development of Service Strategies and Departmental Business Plans, set individual and team objectives, targets and standards and to manage performance against these.
16. To ensure services delivered are consistent with accepted notions of best practice, national and local guidance and follow agreed policies and procedures – specifically including 'Working Together to Safeguard 3 Children' London SCB Procedures, LB Haringey Procedures and LB Haringey's Thresholds of Need and Service Responses.
17. . Makes decisions, co-ordinates and directs staff in making decisions to achieve positive outcomes for children and their families within a single and multi-agency care planning framework.
18. To work with managers across the Children and Young People's Service to ensure children receive a seamless and holistic response to their needs.

19. Provides creative approaches to managing services for children and their families within the boundaries of legislation, policy and practice
20. Actively promotes equality, diversity and inclusion both within the organisation and in the services provided. Acts in a manner consistent with these principles
21. To ensure the most effective use of allocated budgets, adhere to Best Value principles, control cost and enhance value.
22. To respond to complaints and Members enquiries within agreed timescales.
23. To undertake all work activities ensuring that the Council's policies and procedures (including Equal Opportunities and Health and Safety) are adhered to and that the organisation's values are upheld.
24. To ensure that all staff are appropriately trained to the required standards of competence in the use of industry standard applications such as Microsoft Office as well as electronic social care record systems.
25. To undertake any other duties consistent with the basic objectives and duties of the post.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Abilities /Experience	
• A minimum of five years post qualification experience in children's services, with evidence of practice in safeguarding and child protection.	E
• Experience of leading, managing, supervising and coaching staff within children's social care teams	E
• Experience of effective partnership and Inter-agency work	E
• Experience of managing complex workloads, setting clear priorities, objectives and standards within a business planning framework and delivering to challenging performance targets	E
• Experience of working in an urban, multi-ethnic community	D
Qualifications	
• Social Work qualification and HCPC registration	E

<ul style="list-style-type: none"> • Evidence of post-qualification continued professional development 	E
Desirable	
<ul style="list-style-type: none"> • A recognised management qualification or evidence of participation on an organisational leadership or management development programme 	D
Knowledge and Skills/Competency	
<ul style="list-style-type: none"> • Knowledge and understanding of legislation in social care and how it impacts on the range of services provided by the Children and Young People's Service 	E
<ul style="list-style-type: none"> • A sound understanding of what constitutes good effective practice in the provisions of services to children in need, those who are looked after, those subject to child protection activities, and their families, that achieves good outcomes for children 	E
<ul style="list-style-type: none"> • Able to work effectively and creatively with senior officers, elected members, staff, service users, other service providers and interested parties. 	D
<ul style="list-style-type: none"> • Able to work effectively in a rapidly changing environment. 	E
<ul style="list-style-type: none"> • Ability to establish, monitor and control operational budgets. 	D
<ul style="list-style-type: none"> • Ability to analyse complex written and statistical data, prepare and present reports 	D
<ul style="list-style-type: none"> • Well developed written, oral and presentation skills. 	D
<ul style="list-style-type: none"> • Able to think creatively and develop innovative solutions. 	D
<ul style="list-style-type: none"> • Able to make complex case decisions, competently assess and manage risk and complete tasks to a high standard. 	D
<ul style="list-style-type: none"> • Able to think and act strategically, and to promote the aims and aspirations of the Council and Service for its Service users and residents. 	E
<ul style="list-style-type: none"> • Ability to provide effective leadership to professional staff and carers. 	E
<ul style="list-style-type: none"> • Ability to manage and implement change. 	E
<ul style="list-style-type: none"> • Ability to organise and prioritise workload and to work within identified timescales. 	E
<ul style="list-style-type: none"> • Able to manage resources effectively, including finances, people and assets 	E
<ul style="list-style-type: none"> • Able to attract, develop and retain a highly motivated and professional workforce and to deal swiftly and competently with poor performance and unprofessional/inappropriate conduct. 	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> 1. Police and Health service partners 2. Heads of Service, Team Managers and across the Children's Service. 3. Professionals within Children and Families and across the Children and Young People's Service, including schools and other educational provision 4. Professionals across other Council departments, – including OD & HR. and other Local Authorities, 5. Voluntary and Third Sector Organisations. <p><u>Other Information:</u></p>

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
			X	
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes		Use of a computer.	Yes	
Audio typing.	No		Crisis or conflict situations.	Yes	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	Yes		Working in confined spaces.	No	
Driving a car, van or minibus.	Yes		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	Yes		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
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Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	Yes		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
N/A
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A

Organisational Structure

Children and Young People's Services Management Team: January 2019



