

Children and Families - Job Description

JOB TITLE:	Service Manager
GRADE:	PO8
RESPONSIBLE TO:	Head of Service
RESPONSIBLE FOR:	Team Managers and other designated staff in allocated service area (between 30 and 50 members of staff)

BASIC OBJECTIVES OF THE POST

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.
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.
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.
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.
5. To deputise for the Head of Service as and when required.

MAIN DUTIES AND RESPONSIBILITIES

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.
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.

3. Ensures that there is effective management of child care 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.
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

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.

MAIN CONTACTS

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.

Children and Families - Person Specification

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These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skill/experience potential meet some or all of them, as the short listing decision will be based on our assessment of you against these criteria.

The final assessment process will also seek to assess these characteristics.

- This position requires the post holder to undergo a DBS

Abilities /Experience

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

Qualifications

- Social Work qualification and HCPC registration
- Evidence of post-qualification continued professional development

Desirable

- A recognised management qualification or evidence of participation on a organisational leadership or management development programme

Knowledge and Skills/Competency

- 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
- 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
- Able to work effectively and creatively with senior officers, elected members, staff, service users, other service providers and interested parties.
- Able to work effectively in a rapidly changing environment.
- Ability to establish, monitor and control operational budgets.
- Ability to analyse complex written and statistical data, prepare and present reports
- Well developed written, oral and presentation skills.
- Able to think creatively and develop innovative solutions.
- Able to make complex case decisions, competently assess and manage risk and complete tasks to a high standard.
- Able to think and act strategically, and to promote the aims and aspirations of the Council and Service for its Service users and residents.
- Ability to provide effective leadership to professional staff and carers.
- Ability to manage and implement change.
- Ability to organise and prioritise workload and to work within identified timescales.
- Able to manage resources effectively, including finances, people and assets
- 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.