

Kent County Council

Job Description: *Reception and Safe Care Service (RSCS) Team Manager*

Directorate: Children, Young People and Education

Unit/Section: Specialist Children's Services

Grade: KR12

Responsible to: RSCS Service Manager

Purpose of the Job:

To deliver and improve services for unaccompanied asylum-seeking children (UASC), with a clear focus on those in need of protection and the wider safeguarding agenda through the provision of high-quality social work interventions and effective liaison with local partners.

To lead and direct a team of professional social workers together with support staff to provide services to newly arrived unaccompanied asylum-seeking children in Kent. Services to be delivered in accordance with legislation, Corporate and Directorate policies and budgetary requirements.

To be a champion of social work values and delivering interventions that work to keep all children safe.

Main duties and responsibilities:

- Manage a team of professional social work staff and support staff to provide an initial assessment service to newly arrived unaccompanied asylum-seeking children in accordance with legislation, policies and practices.
- Develop, maintain and enhance collaborative working with a broad range of agencies including Police, Home Office, NHS and specialist agencies, ensuring positive outcomes for unaccompanied asylum-seeking children in Kent.
- Provide day to day support and professional supervision of Social Workers and other staff when required, managing their performance.
- Allocate resources and workload across the team to ensure effective delivery of service within allocated cash limits, taking into account local and national priorities.
- Respond to situations of crisis and emergency by co-coordinating service provision with other Directorate colleagues and external agencies.
- Regularly chair complex child protection strategy meetings where serious issues of risk need to be considered or the demands of the service require.

- Lead on age assessment practice so proportionate and robust decisions are made when a newly arrived unaccompanied asylum-seeking child's age is disputed by the Home Office or significant concerns are raised by other professionals.
- Develop and advise on commissioning strategies by providing an specialist view on issues relating to unaccompanied asylum-seeking children to ensure services are developed and accessible.
- Recruit, develop and motivate staff groups capable of fulfilling the changing demands of the service to ensure ongoing continuous development of staff.
- Contribute to the formulation, monitoring and review of professional practice procedures for the Service and Directorate via audits, working groups and training to maintain high standards of social work practice.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *RSCS Duty Team Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Degree in Social Work, CQSW, DipSW or equivalent. Relevant professional development. Registration as a Social Worker with the relevant professional body.
EXPERIENCE	Extensive post qualification experience within Social Care. Experience of professional supervision, line management or project management. Experience of budget management issues. Experience of contributing to policy and practitioner formulation, implementation and review. Experience of working jointly with key partners in the statutory, private and voluntary sectors. Experience of staff recruitment and development.
SKILLS AND ABILITIES	Ability to lead, manage and motivate a team. Excellent oral and written communication skills. Excellent organizational skills, ability to prioritise work and delegate tasks.
KNOWLEDGE	Excellent knowledge and understanding of relevant legislative and policy frameworks and impact on service. Excellent knowledge and understanding of social work theories relating to child care services. Excellent knowledge and understanding of Safeguarding policies and procedures. Knowledge of recent research and National initiatives impacting on Children's Social Services. Knowledge and performance management indicators. Knowledge of financial regulations.

BEHAVIOURS AND KENT VALUES	Kent Values: <ul style="list-style-type: none">• We are brave. We do the right thing, we accept and offer challenge• We are curious to innovate and improve• We are compassionate, understanding and respectful to all• We are strong together by sharing knowledge• We are all responsible for the difference we make
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Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets