

Kent County Council  
Job Description: *Team Manager*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>18+ Care Leaver Service, Integrated Childrens Services</b>
<b>Grade:</b>	<b>KR12</b>
<b>Responsible to:</b>	<b>Head of 18+ Care Leavers Service</b>

**Purpose of the Job:**

To improve services for vulnerable children and young people who are care leavers, with a clear focus on those in need of a secure and safe home as they transition into independent adult life. Working across all accommodation provisions, to ensure placement stability and development of independent living skills. Lead and manage a team of dedicated staff, in the delivery of a comprehensive personalised support across a range of high-quality accommodation and support services. To work within the KCC Corporate Parenting responsibilities to be ambitious for our young people by supporting them to reach their full potential and achieve independence.

**Main duties and responsibilities:**

- 1.** Manage a team that supports a range of providers in accordance with legislation, existing and new policies, practices and processes that meet the needs of our young people within given resources.
- 2.** Recruit, develop and motivate staff capable of fulfilling the changing demands of the service through day to day support and high-quality supervision. Provide additional high-quality caseload supervision to ensure the professional development of staff in order to deliver a high quality and consistent service.
- 3.** Develop joint planning, development and delivery mechanisms with Fostering and the Total Placement Service, in relation to a range of accommodation settings, and multi-agency partners to maximise resources and promote joint working in all accommodation provisions
- 4.** Work collaboratively with partners in other Children's Social Work Teams to ensure the smooth transition of the young person's placement management responsibilities between services and to ensure that relevant providers feel informed and aware of any changes that might be the result of transfer between involved services, to prevent negative impact on placement stability. Work with other housing colleagues and partner agencies, to develop and establish robust, formal processes for 'Accommodation Move On' planning for young people, so as to ensure clarity of eligibility and access for all care leavers, once they have reached the end of their support via the accommodation provision.
- 5.** To work closely with Local Housing Authorities inside and outside of Kent, to ensure that, wherever possible, young people avoid periods of homelessness, or time spent in unsuitable accommodation and therefore, that the number of young people who present as homeless remains at as low a level as possible, whilst respecting their choice and eligibility for support.

<p><b>6.</b> Develop robust, formalised processes for managing and overseeing matters of risk management and safeguarding ensuring all reported incidents are managed in a timely manner, appropriate responses, befitting the level and nature of the concern.</p>
<p><b>7.</b> Act as the point of contact for Freedom of Information requests and complaints handling in relation to accommodation service concerns, whilst promoting a high standard of customer care within the team, and developing their ability to manage the delivery of difficult messages, whilst ensuring consistent communication to both internal and external stakeholders.</p>
<p><b>8.</b> Contribute to the preparation of the annual team budgets, having financial oversight of all accommodation provisions. Control and monitor the team budget and all accommodation provision expenditure, including rent and Housing Related benefits credits, taking remedial action as required to enable cost effective services to be provided which meet the needs of the clients and optimise the use of all resources.</p>
<p><b>9.</b> Reduce the use of high cost provision for young people, with oversight on individual housing plans and ensuring they are supported to reach independence without delays in accessing appropriate accommodation.</p>
<p><b>10.</b> Have oversight on the Rent Guarantor Scheme for young people, ensuring it is appropriately used to support their independence and access to private rented accommodation.</p>

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.

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

**Kent County Council**  
**Person Specification: *Team Manager***

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Qualification to BTEC/Degree Level or Equivalent            Experience/Training in            Social Care or related field / Business Management / Economics            or Finance / Housin</p> <p>With your social work degree (CQSW, DipSW or equivalent) you            must have a professional registration with Social Work England            and have extensive post-qualification experience</p> <p>CIH level 5 Diploma in Housing or equivalent or willingness to            work towards this</p>
<b>EXPERIENCE</b>	<p>Diverse experience in Children &amp; Young People’s Services.</p> <p>Working with regulated and unregulated accommodation            providers</p> <p>Planning, reviewing and assessing value in respect of            accommodation provisions</p> <p>Joint Working with Local Housing Authorities, other Directorates            and external bodies</p> <p>Experience of working within senior management across            directorates, internal and external providers and members of the            public.</p> <p>Managing accommodation transitions and sustainment including            development of operational processes and reviewing policies</p> <p>Managing and overseeing safeguarding and risk management</p> <p>Developing and promoting accommodation services</p> <p>Contributing to policy and practice formulation, implementation            and review.</p> <p>Previous responsibility for managing complex budgets including            joint funding and grants</p> <p>Staff recruitment, motivation and development.</p> <p>Working with LADO in respect of safeguarding</p> <p>Building relationships with Private Rented Sector providers in            relation to increasing access for Service Users</p>

<b>SKILLS AND ABILITIES</b>	<p>Excellent negotiation, planning and commissioning skills are essential in order to communicate at all levels in the organisation and with external bodies.</p> <p>Excellent IT and organisational skills with the ability to prioritise and work independently and in teams.</p> <p>Change and transition management skills</p> <p>Ability to work to tight deadlines and with limited resources. Ability to oversee, monitor and review a range of services and projects and prioritise accordingly.</p> <p>High level budget management and audit skills.</p> <p>Recruit, manage and develop a team of professional staff</p> <p>Ability to use management information and understanding of key performance indicators.</p> <p>Computer literacy – Word, Excel, PowerPoint, Microsoft Teams, Skype Flexible approach to work and ability to transition between tasks as directed/required</p> <p>Ability to identify operational issues of concern, identify relevant resources of support and address to improve function expediently</p>
<b>KNOWLEDGE</b>	<p>Detailed knowledge of directorate/corporate procedures and practice, especially those relating to Children in Care, Children in Need, safeguarding procedures, unaccompanied asylum-seeking children and children at risk of CSE.</p> <p>Working knowledge of The Children Act 1989 and 2004, Children’s (Leaving Care) Act 2000 and the Children’s and Families Act 2014, The Children and Social Work Act (2017) and other relevant legislation including attachment and other social work theories, fostering and adoption legislation/regulation, asylum and Health &amp; Safety.</p> <p>Knowledge of specific relevant housing legislation, including Housing Act (1996 and subsequent amendments), Localism Act (2011), Homelessness Reduction Act (2017) Tenants Fees Act (2019)</p> <p>Familiarity with recent research and government/corporate initiatives Knowledge of financial regulations. Knowledge of single inspection framework.</p> <p>Knowledge of the Benefits systems/processes</p> <p>Knowledge of the regulatory frameworks and quality standards for accommodation-based services</p>

	<p>Awareness of Data Protection, GDPR and confidentiality issues</p> <p>Awareness of and responsiveness to political issues</p> <p>Understanding of and a commitment to the principles of Corporate parenting</p>
<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>