

Kent County Council

Job Description: *Team Manager*

Directorate:	Children and Young People's Services and Education
Unit/Section:	Specialist Children's Services
Grade:	KR12
Responsible to:	Integrated Family Services Manager/Children and Young People Services Manager

Purpose of the Job:

To deliver and improve services for Children in Need, 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 and/or early intervention staff together with support staff to provide services to children and young people and their families requiring support and/or intervention. Services to be delivered in accordance with legislation, Corporate and Directorate policies and with allocated cash limits.

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

Main duties and responsibilities:

- Manage a team of professional social work staff and/or early intervention and support staff to provide a service to clients of Children's Social Services in accordance with legislation, policies and practices.
- Develop, enhance and maintain locality specific collaborative working with a broad range of agencies including NHS, Police, LCSP and specialist agencies, ensuring positive outcomes for Young People.
- Develop and advise on commissioning strategies by providing an expert view for all Children's Social Services issues to ensure services are developed and accessible to Children in Need.
- Lead and direct the work of a team of professional Social Work and/or early intervention and support staff in order to ensure they effectively fulfill the complex changing demands of the service. 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 limit, taking into account local and national priorities.

- Recruit, develop and motivate staff groups capable of fulfilling the changing demands of the service, through day to day support and providing for high quality caseload supervision to ensure the ongoing continuous development of staff (where relevant helping employees meet the requirements of their registration) in order to deliver a high quality and consistent service to the locality.
- Contribute to the preparation of the team budget. Control, monitor and forecast expenditure, taking remedial action as required to enable cost effective services to be provided within the allocated cash limit.
- Contribute to the formulation, monitoring and review of professional practice procedures, strategy and policy through working closely with colleagues in other Divisions and/or via County Working Groups, to maintain high standards of social work practice which meets the changing needs of the service.
- Regularly Chair complex child care meetings where serious issues of risk need to be considered or the demands of the service require.
- Monitor professional standards within the team in liaison with Senior Practitioners and the Training and Development Team to ensure compliance with all policies and procedures and that Performance Assessment Framework indicators and other agreed targets are met.
- Respond to situations of crisis and emergency by co-coordinating service provision with other Directorate colleagues.
- Undertake case audits to quality assure file management and standards of practice.

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.

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Person Specification: *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.
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.

SKILLS AND ABILITIES	<p>Ability to lead, manage and motivate a team.</p> <p>Excellent oral and written communication skills.</p> <p>Excellent organizational skills, ability to prioritise work and delegate tasks.</p>
	<p>Develop and maintain effective working relationships.</p> <p>High level professional supervisory skills.</p> <p>Budget management skills.</p>
BEHAVIOURS	<p><u>Team leadership</u>: Motivates staff to achieve a shared team/service vision.</p> <p><u>Creative Thinking</u>: Identifies trends in successful service delivery and able to share ideas about how to improve performance.</p> <p><u>Partnership Working</u>: Works collaboratively across teams and partners to secure the most effective outcomes for the service and its customers.</p> <p><u>Managing Performance</u>: Ensures staff know what is expected of them through goal setting and activity monitoring performance. Takes steps to address poor performance and provides positive recognition and feedback to staff.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>

Organisational responsibilities

Job description guidance

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.