

## Kent County Council

### Job Description: *Team Manager - Out of Hours Service*

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**Directorate:** Children, Young People and Education

**Unit/Section:** Integrated Children's

**Grade:** KR12

**Responsible to:** Service Manager

#### **Purpose of the Job:**

Provide safeguarding expertise, management oversight and case direction outside of normal working hours in order that children, young people and adults across Kent and Medway are safeguarded appropriately.

Embed new ways of working as part of ongoing service development including a culture of shared reflective practice and risk assessment that balances strengths and dangers.

Ensure that services and interventions are delivered in accordance with legislation, Corporate and Directorate policies and within allocated cash limits.

#### **Main duties and responsibilities:**

- Manage a multi skilled team to provide an out of hours service to children, young people and adults in need of safeguarding intervention that is timely, proportionate to risk and informed by research, Local Authority thresholds and by the historical context and significant events for each case.
- Provide leadership in order that team members effectively fulfill the complex changing demands of the service. Provide day to day support and professional supervision, managing performance as appropriate.
- Recruit, develop and motivate new staff within the service.
- Develop, enhance and maintain collaborative working practices with a broad range of agencies including NHS, Police, and specialist agencies, ensuring positive outcomes for children, young people and adults.
- Develop, enhance and maintain collaborative working practices with other services across KCC.
- Contribute to the Allocation of resources and workload across the team and wider service to ensure effective delivery of service within allocated cash limits, considering local and national priorities.

- Work with the senior leadership team and other services within KCC to contribute the design and implementation of the performance management framework to create and sustain a culture of continuous improvement.
- 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.

## Kent County Council

### Person Specification: *Team Manager - Out of Hours Service*

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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>	Degree in Social Work, CQSW, DipSW or equivalent.  Relevant professional development.  Registration as a Social Worker with Social Work England.
<b>EXPERIENCE</b>	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.
<b>KNOWLEDGE</b>	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.
<b>SKILLS AND ABILITIES</b>	Ability to lead, manage and motivate a team.  Excellent oral and written communication skills.  Excellent organizational skills, ability to prioritise work and delegate tasks.

	<p>Develop and maintain effective working relationships.</p> <p>High level professional supervisory skills.</p> <p>Budget management skills.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<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>

# 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.