

JOB DESCRIPTION

TITLE: Team Manager Family Help

POST NO: PREF105367

DEPARTMENT: Children, Families & Education Services

DIVISION: Operations, Statutory Social Work & Early Help & Prevention – Family Support & Safeguarding

RESPONSIBLE TO: Head of Service

GRADE: M5

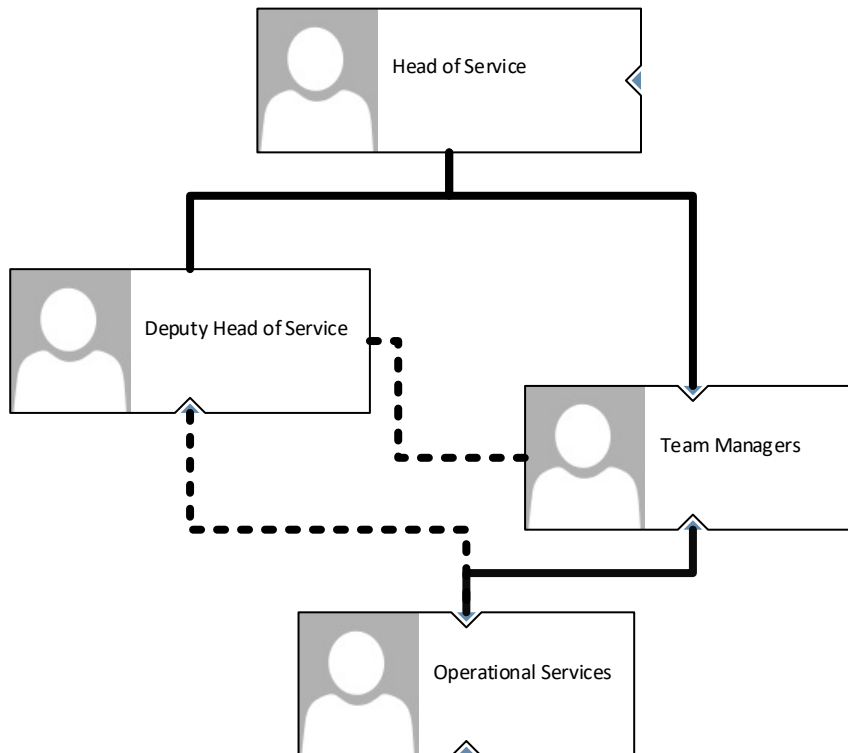
PURPOSE OF POST:

To lead and manage the Family Help Team aimed at supporting the best possible outcomes for children and young people. The team will consist of social workers, family help practitioners, psychologists, police community support officers, attendance support officers, speech and language therapists, DWP work coaches, CAMHS workers, adult mental health nurses, health visitors, attendance support officers, youth workers, social prescribers, early years workers, prevent workers, DA workers, housing officers, and other voluntary sector partners with responsibility for early help and child in need functions.

Enable children and young people to remain safely within their home and /or community environment, wherever possible, including appropriate provisions identified by the LA, and ensure they achieve good outcomes through effective social work intervention. Where this is not possible to ensure that the children and young people are safeguarded via statutory routes including Care Proceedings and alternative permanent care.

Ensure the team provides effective services, employing best professional practice and standards, which have measurable benefit for service users.

ORGANISATIONAL CHART:



PRINCIPAL RESPONSIBILITIES:

		%
1.	Manage the day-to-day operations of the team providing a social work service of assessment, care planning, child protection and key working within the scope of the Children Act 1989 and related legislation. Contributes to borough wide services with professional knowledge of an area of specialism on an operational and strategic basis as required. Provide specialist intervention services throughout Luton in line with statutory provision of social work service. Make high-risk decisions concerning the safeguarding of children to establish the appropriate assessment required and level of need for support/services for children and young people.	25%
2.	Take responsibility for their own development and that of the overall team providing specific coaching guidance and mentoring of the Consultant Social Worker and keep up to date with new and relevant legislation, research and guidance, peer and user feedback.-	25%

	Accountable for the provisions within the Team in aspects of management e.g. auditing, case files, tracking progress on health issues for service users e.g. Looked After Children, disabled children as well as gate keeping court reports, CPRs and Child Protection reports and act as designated complaints officer when required.	
3.	Recruit, motivate, train and develop staff within Council procedures. Undertake development activities required for own development and experience e.g. court work, child protection, adoption and fostering, with the aim of increasing their professional knowledge and experience. And keep up to date with legislation, government initiatives, social work theory and best practice to ensure an effective workforce that can meet service objectives and the Every Child Matters Agenda	10%
4.	Manage projects in specialised and complex areas in line with departmental strategic objectives. Contribute to strategic objectives and input on the production of departmental service and team plans, policies and procedures under the guidance of the Service Manager. This includes supporting the Service Manager for quality assurance in developing and implementing the quality assurance strategy.	10%
5.	Ensure the delivery of an effective service to local people by maintaining high standards of professional practice and adopting a positive approach to the full involvement of service users and carers in assessment and care planning processes, at all times encouraging independence and choice. To be aware of and act within the legal framework and statutory guidance that affects the service area including ensuring report writing and case recording is maintained at a high level in order to ensure quality service provision. Ensure the work of the team and performance are monitored according to Key Performance Indicators and Council priorities	10%
6.	Maintain effective links and working relationships within the Department and with relevant statutory, voluntary and private agencies. Work in partnership with these agencies in order to provide a co-ordinated quality service to individual service users making the most effective use of local resources. This will include engaging with borough wide forums and key stakeholders, including elected members, on operational issues as required.	10%
7.	Identify and implement service improvements to ensure quality service delivery arrange for services provided to service users by internal and external providers to be commissioned effectively and monitored in order to ensure that quality standards and service user needs are met.	5%
8.	Comply with the Council's Financial Procedures and purchase services for individuals to ensure services are provided within the limits of the devolved budgets allocated to the Team. This will require awareness of the team's budget, monitoring and control systems and ensure these are complied with.	5%

DIMENSIONS:

Supervisory Management: Consultant Social Worker, Social Workers, Family Workers. In addition to provide case management support to staff working in the various multi agency roles. .

Financial Resources

This post will support the Deputy Head of Service in managing the team budget, in particular the purchasing budget.

The post holder has significant involvement in the decision making process regarding the allocation of resources through planning meetings, decision making meetings and management consultation within the overall Team that they manage. Recommendations made by this post holder will have strong influence on decisions about expenditure.

Physical Resources: N/A

Other: N/A

WORKING ENVIRONMENT:

Agile Working

The Council needs to provide its services more cost effectively and this means a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home. The concept of employees having a desk of their own at a fixed location has ended. the post is based in an open plan office Town Hall Extension.

PHYSICAL EFFORT:

Some exposure to emotional strain, dealing with angry and distressed service users for which supervision and support is given.

CONTEXT

This position is based within the Operations, Statutory Social Work and Early Help Prevention directorate. This service works closely with other agencies particularly health, education and the voluntary sector.

The post holder will be managing staff working with the most vulnerable service users in the Borough and will be expected to work in partnership with a wide range of professionals from other agencies and organisations to ensure a seamless, quality service. The role involves the discharge of statutory duties concerning the protection and care of children, which will involve very challenging contacts with parents/carers.

The job will involve working strictly to policy and procedures of the Council, involvement in extremely high-risk decision-making and the exercise of a high level of judgement and personal responsibility for the safety of children. It also involves working to very demanding time scales in planning for children including working with permanency planning. The post holder will be required to represent the borough council in court proceedings. The post holder will be aware of and act within the legal framework for children and will ensure that case recording and monitoring are maintained at a high level.

The post holder sits within the team and is available for, advice and decision making by Team members and consultation by other colleagues.

The post holder will need to attend and chair frequent meetings in a variety of locations and will have to deal with families in crisis.

The Children's Service has developed strong team ethos and along with the manager provides mutual support along with regular supervision by the manager.

The post holder will work closely with other senior managers, professionals, and agencies across the service area e.g. schools and CAMHS

The postholder will be involved with the following:

- Prevent the separation of children from their families whenever possible and appropriate
- Promote and safeguard the welfare of children and young people
- Ensure children and young people reach their full potential and have equal access to services available
- Ensures effective risk management, decision making and preventative working to safeguard children and young people effectively in accordance with statutory requirements and policies
- To establish the appropriate assessment required and identify the level of need for support/services and or placements for children and young people
- To determine the need for care proceedings to be instigated where the risk of significant harm is so great as to warrant a Court Order
- To maintain effective systems for prioritising, allocating and monitoring workloads and ensures that suitable systems of supervision and appraisal are in place to ensure children and family's needs are met in accordance with legislation, departmental policies and procedures and to contribute to borough wide services with professional knowledge of an area of specialism on an Operational and Strategic basis as required

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure

to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Person Specification – Team Manager Family Safeguarding

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable criteria</u> .				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Substantial experience in a social care field with a particular emphasis on Family Help, Safeguarding and Child Protection.	1,2	Experience of staff management.	1,2
	In-depth experience of complex decision making in children's social care services on child protection and statutory case work, monitoring, evaluating and inspecting areas of work based on a quality assurance	1,2	Some experience in the area of work directly related to the Team's role and function.	1,2
	In-depth experience of advising, coaching and supporting staff.	1,2	Some experience of supervision	
Skills/ Abilities	Able to manage, motivate and develop a social services team, effectively achieving high levels of performance from staff and presenting the service and department at a variety of internal/external meetings.	1,2	Able to demonstrate a high level of competence in the area of social work practice directly related to the Team's role and function.	1,2
	In-depth communication skills, including producing complex reports	1,2	Able to manage a budget	1,2
	Lead and chair multi-disciplinary meetings to negotiate and influence service users, staff at all levels, elected members and	1,2		

	other professional both internal and external. • Able to make sound professional judgements including high risk issues about children, parents, families and carers. • Commitment to the achievement of the highest possible standards of professional practice by all team members, through co-working, coaching/mentoring and the provision of advice, guidance and assistance whilst maintaining effective administrative and organisational procedures. • Able to manage a devolved budget and develop and maintain effective administrative and organisational procedures	1,2 1,2 1,2 1,2		
Equality Issues	• Demonstrable knowledge and understanding of equality issues and legislation and the ability to integrate equality policies into strategies and service delivery.	1,2		
Specialist Knowledge	• In depth knowledge of legislation national guidance and best practice relevant to the post including statutory responsibilities relating to Children and Family Services, including appropriate performance indicators and quality standards. • Demonstrable knowledge and understanding of child development and issues of family dynamics with some understanding of service eligibility criteria concerning need and risk of significant	1,2 1,2	Specialist knowledge of one or more key issues impacting on children and their families, such as Domestic Violence, Substance Misuse and Mental Health	1,2

	harm (Delete where appropriate)			
Education and Training	- Dip SW, CQSW, or recognised equivalent substantial professional social work qualification. - Registered by the Social Work England.	1,4 1,2	Degree or professional qualification relevant to the job. Practice Teacher Award	1,4
Other Requirements	- Able to work in the evenings, including attending evening meetings as required - Able to travel inside and outside the Borough.	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) and General Data Protection Regulation (2018).

Supporting Statement

For your Supporting Statement please ensure you answer the following questions.

Tell us about your relevant experience, providing examples to demonstrate how you meet the experience criteria on the person specification.

Tell us about your skills & abilities, providing examples to demonstrate how you meet the skills and ability criteria on the person specification.

Tell us about your specialist knowledge, education and training relevant to this role as stated on the person specification.

Tell us about your demonstrable knowledge and understanding of equality issues and legislation and the ability to integrate equality policies into strategies and service delivery.

Tell us how you are able to meet the other requirements as stated on the person specification.