

Title PDSS Manager	Department Children, Families and Cultural Services - ICDS	Post Ref.
Job Purpose To be responsible for the operational oversight and management of a team of front-line professional staff within the Integrated Children's Disability Physical Disability School Services. Ensuring the timely, person centred and outcome focused assessment and review of needs and support plans for children and young people with physical disabilities and SEND.		
Key Responsibilities <ol style="list-style-type: none"> 1. Personally, and through team members deliver service targets set out in the service and team plans. 2. Provide operational line management to the Safe Handling Advisors. 3. Provide clinical supervision and managerial guidance to the local authority's Access Officer 4. Manage and deliver statutory services that inform the local authority's Accessibility Strategy within available resources and service standard timeframes. 5. Manage and resolve service complaints and issues 6. Improve the performance and standards of the whole team, as well as those particularly under his/her line management by maintaining communication and complying with the department's expectations and standards around supervision. 7. To monitor customer service satisfaction and improve customer experiences as required. 8. To act as a professional exemplar always. 9. Provide up to date data in preparation for budget forecasts. 10. To lead on building positive working relationships with partner agencies 11. To provide the ICDS Service Manager with updates on operational matters 12. To be responsible for problem solving, resolving and responding to service complaints as appropriate to a first line manager. 13. To be responsible for collecting, analysing and reporting on service statistical data to the ICDS Service Manager. 	Key Accountabilities <ol style="list-style-type: none"> 1. Specified service targets within agreed resources. 2. Effective supervision of staff to secure high levels of performance. 3. Effective management and deployment of identified budgets as appropriate 4. Effective control of resource allocation. 5. Alert the ICDS Team Manager of issues that could affect performance. 6. To ensure that processes are carried out within statutory timelines and guidance and that the service operates in relation to all county council policies and procedures. 7. Ensure processes are carried out within statutory and service set timeframes. 8. Effective control of case recordings on framework/mosaic 9. Progression and timely response to both first and second stage complaints. 	

<ul style="list-style-type: none"> 14. To regularly review and update service policies and processes in line with service changes, government guidance and legislation and ensure these are accurate on the local offer. 15. To manage expenditure on the PDSS ICELS Budget, with an aim of keeping expenditure within in year budgets. 16. To apply a Quality Management Framework to the PDSS service and provide the ICDS Team Manager with Quality Assurance reports. 17. Have overall managerial responsibility for the day to day operational business and service standards. 18. To identify and lead on training for the PDSS Team to meet the needs of the service, Local Authority and Government agenda 19. To be responsible for ensuring robust links with the EHC assessment team for this pupil with both SEND and EHCP's 20. Working with external providers to secure services for occupational therapy and ICT. 21. To support the Access Officer at meetings with multi academy trusts in respect of proposed adaptations. 22. To be a Nominated Property Officer to support running of current building from where PDSS operates 	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
<p><i>Education and Knowledge</i></p> <ul style="list-style-type: none"> 1. Qualified Occupational Therapist (Dipcot/OT Degree) or qualified to degree level 2. HCPC Registered if a HC professional 3. Evidence of continuous professional, managerial and leadership development. 4. Detailed knowledge and understanding of legislation and issues relating to children with Special Educational Needs and Disabilities and their families, philosophy, principles and main legal aspects of the Children Act 1989, Children and Families Act 2014, Equalities Act 2010 and education Act 1996 5. Knowledge of the principles and practice of Effective people management; Excellent Customer Service; Safeguarding and 	<p><i>Personal skills and general competencies</i></p> <ul style="list-style-type: none"> 9. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff 10. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers. 11. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available

<p>Restrictive Practices; DOLS; Risk Management; Equality and Diversity; Mental Capacity Act</p> <p>6. Good written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.</p> <p>7. Strong ICT skills and the ability to analyse complex data</p> <p>8. Full UK driving licence and business insurance.</p>	
<p>Experience</p> <p>19. Minimum of 5 years' experience within Children's Services or Education.</p> <p>20. Extensive relevant post qualification experience of working with children and young people with SEND and their families.</p> <p>21. Experience of working with children and families who present with highly complex needs and offering creative, pragmatic, and workable solutions</p> <p>22. Experience of managing staff effectively.</p> <p>23. Experience of planning and organising team work or co-ordinating complex activities.</p> <p>24. Experience of working in a multi-agency environment and partnership working.</p> <p>25. Experience of promoting equality and diversity.</p> <p>26. Experience of solution focussed planning to resolve complex casework issues.</p>	<p>12. Ability to meet agreed objectives and delivery targets by the effective use of resources.</p> <p>13. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards.</p> <p>14. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels.</p> <p>15. Ability to identify issues that could impact on service delivery and develop several options to mitigate these issues.</p> <p>16. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.</p> <p>17. Excellent written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.</p> <p>18. Ability to challenge in a positive professional way.</p>
<p>Role Dimensions</p> <p>27. To be responsible for the operational management of a team of front line/professional staff within the PDSS Team.</p> <p>28. To support and monitor requirements of the building and take on responsibility of the Nominated Property Officer</p> <p>29. To monitor, review and develop the service in relation to delivering high quality assessment and reviews.</p> <p>30. To be part of a wider management team providing services for disabled children and young people and provide management cover as and when required.</p> <p>31. To represent the service at and feed into strategic meetings/plans</p>	

- 32. To provide in-service training to the team and other professional colleagues to promote and progress better integrated working
- 33. To be responsible for providing budget updates to the ICDS Service Manager
- 34. Direct management responsibility 7.5 FTE staff

Date 26/04/23