



Title Team Manager - MASH	Department Children, Families & Cultural Services	Post Ref.
Job Purpose <i>To manage a team of front line/operational/technical or professional staff to meet the required service standards, in line with the service plan and associated standards within the Children's Social Care Service.</i>		
Key Responsibilities 1. Personally and through team members to deliver the targets set down in the service and team plans. 2. To resolve any service delivery issues within available resources. 3. To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance. 4. To improve customer satisfaction levels for his/her service. 5. To act as a professional exemplar at all times. 6. To build positive relationships with other staff and colleagues. 7. To inform the Service Manager of any changes in the operational environment including customer satisfaction issues. 8. To work with Partner Agencies in collating information and assessing risks	Key Accountabilities 1. Specified service targets within agreed resources 2. Effective supervision of staff to secure high levels of performance 3. Effective management and deployment of an identified budget 4. Alert the Service Manager of issues that could affect performance 5. Work in accordance with the Nottinghamshire County Council Code of Conduct and the Health and Care Professionals Council (HCPC) Code of Conduct. 6. Demonstrate Continual Professional Development in line with HCPC regulations and requirement.	
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification

Education and Knowledge

Qualifications

Any qualifications accepted by the General Social Care Council as a qualification in Social Work such as:

- CQSW
- CSS
- Dip SW

Must be registered with Health and Care Professional Council

Knowledge

1. Evidence of continuous professional development.
2. Knowledge and understanding of the main issues affecting the service area.
3. Knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - appropriate risk management;
 - budget management (where budgetary responsibility is devolved to the team manager)

Experience

14. 2-3 years' experience within the service area
15. Experience of planning and organising team work or co-ordinating complex activities
16. Experience of working in a MASH, desirable but not essential

Personal skills and general competencies

4. Can demonstrate the abilities to lead the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues.
5. 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.
6. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
7. 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.
8. A flexible and responsive approach to work to manage in the context of the changing environment of Social Work practice.
9. Effective verbal and written communication.
10. Ability to make clear, well evidenced decisions in order to make a positive difference to a child's outcomes and work in partnership with colleagues from a range of different agencies to ensure children and young people are safely maintained in their environment.
11. Ability to provide regular supervision and develop Social Workers performance.

12. Commitment to anti-discriminatory and anti-oppressive practice with children, their carers and colleagues regardless of race, gender, age, disability, sexuality or religion.

13. On occasions to work outside or beyond core hours.

Role Dimensions

1. To be responsible for a social work services team within Children's Social Care, which cover the functions of the Multi-Agency Safeguarding Hub, Assessment services and Emergency Duty, District Child Protection Teams, Through Care, and the Children's Disability Service.

Date