



Title Team Manager – Fostering	Department Children, Families and Young People	Post Ref.
Job Purpose 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 Fostering Service.		
Key Responsibilities <ol style="list-style-type: none">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 deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Group Manager.7. To build positive relationships with other staff and colleagues.8. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues.	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 an identified budget.4. Alert the Group Manager of issues that could affect performance.	
The post holder will perform any duty of task that is appropriate for the role described		

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. Evidence of continuous professional development. 2. Knowledge and understanding of the main issues affecting the service area. 3. Knowledge and understanding of health and safety policies, procedures and systems. 4. Knowledge of policies, procedures and systems in relation to equal opportunities and anti-discriminatory practice. 5. Knowledge of relevant legislation in respect of fostered children and foster carers. 6. Knowledge of the developmental needs of children and young people. 7. Knowledge of the relevant governance in respect of fostering services. 8. Knowledge of best practice in the recruitment, assessment, support and retention of foster carers. 9. Knowledge of current national initiatives and developments relating to role. 10. Knowledge of the principles and practice of: <ul style="list-style-type: none"> • Effective people management • Excellent customer service • Appropriate risk management • Budget management (where budgetary responsibility is devolved to the team manager) 11. Diploma SW or equivalent. 	<p>Personal Skills and General Competencies</p> <ol style="list-style-type: none"> 12. 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. 13. 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. 14. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues. 15. 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>Experience</p> <ol style="list-style-type: none"> 16. Minimum 3 years' experience within Children's Social Care. 17. Experience of planning and organising team work or co-ordinating complex activities. 18. Supervisory/management experience in child care services. 19. Experience of working with children and young people. 	

<ul style="list-style-type: none"> 20. Experience of liaising and co-working with other statutory and voluntary agencies. 21. Experience of the management of child protection procedures. 22. Experience of ensuring compliance with the legal framework, and the policy and procedural context of service delivery. 23. Experience of organising and implementing the delivery of physical and financial resources. 24. Experience of promoting service user participation. 	
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<p>Role Dimensions</p> <ul style="list-style-type: none"> 1. Managing a team of social workers and providing cover for other teams when needed. 2. Supporting the Service Manager to manage a budget. 3. Contributing to the recruitment, assessment, support and retention of foster carers. 4. Working with other Fostering Team Managers to ensure the service runs effectively and efficiently. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	
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