

<b>Title</b> <b>Team Manager – Clayfields House</b> <b>Secure Children’s Home</b>	<b>Department</b> <b>Youth, Families and Social Work</b>	<b>Post Ref.</b>
<p><b>Job Purpose</b></p> <p>To manage a team of front line, operational or professional staff to meet the required service standards, in line with the service plan and associated standards within the Children’s Home Regulations 2015, to deliver a high standard of care to vulnerable children and young people.</p> <p>To promote multi-agency business planning by ensuring connectivity between departments to drive the work of the Service.</p> <p>This role will involve you having management oversight and responsibility for safeguarding some of the most vulnerable children and young people in England and Wales. You will be expected to work directly with the children and young people and to have an impact on them achieving positive outcomes.</p> <p>Provide leadership and expertise to empower individuals and groups of staff to achieve positive outcomes for the most vulnerable children and young people in the country.</p>		
<p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Personally, and through team members to deliver the targets set down in the service and team plans.</li> <li>2. To resolve any service delivery issues within available resources.</li> <li>3. To improve the performance of staff under his / her line management by maintaining communication with staff and providing the appropriate support and guidance.</li> <li>4. To improve customer satisfaction levels for his / her service.</li> </ol>	<p><b>Key Accountabilities</b></p> <ol style="list-style-type: none"> <li>1. Specified service targets within agreed resources</li> <li>2. To provide effective supervision and challenge to secure high levels of performance.</li> <li>3. To keep your team informed of current and relevant legislation, practice issues and developments both locally and nationally.</li> <li>4. Effective management and deployment of an identified budget.</li> <li>5. Alert the Deputy Service Manager of issues that could affect performance.</li> </ol>	

<ol style="list-style-type: none"> <li>5. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Deputy Service Manager.</li> <li>6. To promote positive relationships across the multi-agency teams within the Service.</li> <li>7. To inform the Deputy Service Manager of any changes in the operational environment including customer satisfaction issues.</li> <li>8. To work with Partner Agencies in collating information and assessing risks.</li> <li>9. To ensure the Home maintains standards required under section 23(1) of Care Standards Act 2000, Childrens Homes Regulations 2015 and is Ofsted compliant</li> <li>10. To lead, manage and investigate matters of safeguarding that arise and, where necessary, report to external bodies.</li> <li>11. To manage a range of personnel processes including attendance management, disciplinary, annual leave etc.</li> <li>12. To be committed to the vision, mission and core principles of the home.</li> <li>13. To lead and support operational staff to address safeguarding concerns, reduce re-offending and improve positive outcomes for the children and young people</li> <li>14. To deploy and manage assigned budgets.</li> <li>15. To chair multi-agency meetings.</li> <li>16. To act as a professional exemplar in carrying out the above duties with a can-do attitude.</li> </ol>	<ol style="list-style-type: none"> <li>6. To respond to performance data and undertake actions to improve performance and outcomes for the children and young people.</li> <li>7. To co-ordinate and deliver staff inductions across the Service.</li> <li>8. To embody and promote the Service vision, mission and core principles.</li> <li>9. To provide leadership to set high standards of care ensuring professional behaviour at all times.</li> <li>10. To motivate and develop the team to be ambitious in achieving the best possible outcomes for the children and young people and support team members to continue their professional development.</li> <li>11. To work in accordance with Nottinghamshire County Council's and Clayfields policies and procedures and associated National legislation, including Children's Homes Regulations 2015.</li> <li>12. To lead and deliver training to ensure staff have the opportunity to develop and improve the skills required to meet service standards</li> <li>13. Treat all customers and colleagues with respect, consideration and the appropriate level of confidentiality</li> <li>14. Provide management oversight and quality assurance of the Controlled Drugs Policy and Medication Policy, ensuring compliance and undertake action to improve performance when necessary.</li> </ol>
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17. To have overall responsibility for the service, which will include all children and young people, staff and the management of a safe working environment, as defined by the HASAW Act 1974 'Duty of Care'

**The post holder will perform any duty or task that is appropriate for the role described**

***Person Specification***

***Education and Knowledge***

1. The post holder will hold a recognised professional qualification e.g.
  - Social Work qualification i.e. DipSw, CQSW
  - Youth Justice i.e. YJEPC
  - Criminology Degree
  - Diploma Level 5 Leadership and Management
2. Must have evidence of continued professional development.
3. Must have a knowledge and understanding of relevant legislation affecting the Service.
4. Must have a clear understanding and knowledge of safeguarding policies and procedures.
5. 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)

***Personal skills and general competencies***

6. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
7. Can demonstrate the abilities to lead the team towards key outcomes, able to provide a positive example by working efficiently, thinking about and taking actions to anticipate opportunities and deal with emerging issues.
8. 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.
9. Ability to identify issues which could impact on service delivery and develop a number of options to mitigate these issues.
10. 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.
11. A flexible and responsive approach to work to manage in the context of the changing environment of the Secure Estate.
12. Effective verbal and written communication.

***Experience***

<p>17. Must have a minimum of 3 years management experience in social care, criminal justice or residential setting.</p> <p>18. Experience of planning and organising team work or co-ordinating complex activities.</p> <p>19. Experience of operating in a multi-disciplinary environment.</p>	<p>13. 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.</p> <p>14. Ability to provide regular supervision and develop staff performance,</p> <p>15. Commitment to anti-discriminatory and anti-oppressive practice with children, their carers and colleagues regardless of race, gender, age, disability, sexuality or religion.</p> <p>16. As part of the management responsibility the role requires flexibility in working pattern to meet the needs of the service, this may include a combination of early and late shifts, weekend and Bank Holiday working, when needed</p>
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***Role Dimensions***

1. To be responsible for the leadership and management of a residential social work team
2. To have direct line management responsibility for a number of Senior Residential Practitioners, this may include Senior Practitioners with responsibility for nights.
3. To be responsible for undertaking case management oversight of those children and young people in your team's care.
4. To be responsible for the management of a house unit including an identified budget.

*Please attach a structure chart*

Date