


<b>Job Description</b>			
<b>Title</b> Team Manager – Social Work Services	<b>Department:</b> Children, Families Cultural Services	<b>Post Ref</b> CF/0179/0180/AM	
<b>Job Purpose</b> <i>To supervise 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>			
<b>Key Responsibilities</b>  <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><li>5. To act as a professional exemplar in carrying out the above duties with a 'can do' attitude.</li><li>6. To build positive relationships with other staff and colleagues.</li><li>7. To inform the Service Manager of any changes in the operational environment including customer satisfaction issues.</li><li>8. To ensure confidentiality of information in respect of records maintained and tasks undertaken within County Council Policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information (including that</li></ol>			
<b>Key Accountabilities</b>  <ol style="list-style-type: none"><li>1. Specified service targets within agreed resources</li><li>2. Effective supervision and development of staff to secure high levels of performance</li><li>3. Alert the Service Manager of issues that could affect performance</li><li>4. Professional and management support and supervision to a team of staff in a designated work group, for which she/he is appropriately qualified and experienced. This will include the provision of oversight of all team casework.</li></ol>			

<p>of service users and other employees) which may become known to you in the course of your work or associated activities/elements of the role</p> <p>9. To maintain an up-to-date knowledge of relevant legislation and Departmental procedures, and to ensure that team members also take necessary steps to familiarise themselves accordingly.</p> <p>10. To attend Court hearings and other statutory forums as required.</p> <p>11. To be responsible for the problem-solving stage of such complaints as are appropriate to a first line manager. To work under the direction of a Designated Complaints Officer in the registered stage. To receive representations, drawing them to the attention of the appropriate manager and staff.</p>	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

### ***Person Specification***

<b><i>Education and Knowledge</i></b>	<b><i>Leadership and Management Skills</i></b>
<ol style="list-style-type: none"> <li>1. Evidence of continuous professional development.</li> <li>2. Knowledge and understanding of the main issues affecting the service area. Including policy, service initiatives, and the range of typical case management issues in Children's Social Care.</li> <li>3. Knowledge of the principles and practice of: <ul style="list-style-type: none"> <li>• effective people management;</li> <li>• excellent customer service;</li> <li>• appropriate risk management;</li> <li>• budget management (where budgetary responsibility is devolved to the team manager)</li> </ul> </li> <li>4. CQSW or CSS or DipSW</li> </ol>	<ol style="list-style-type: none"> <li>7. Can demonstrate the abilities to drive 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.</li> <li>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.</li> <li>9. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues</li> </ol>

5. HCPC registration	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.
6. Full driving licence (unless disability precludes this)	
<b>Experience</b>	
13. Significant experience within the service area	
14. Experience of planning and organising team work or co-ordinating complex activities	
11. A flexible and responsive approach to work to manage in the context of the changing environment of Social Work practice.	
12. Manage cases and instruct Solicitors in Legal Proceedings.	
<b>Role Dimensions</b>	
15. 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.	
16. Between 4-8 direct reports.	
Please attach a structure chart	

Date: July 2012