



City of
Stoke-on-Trent

Job Description

Job Title:	Team Manager
Directorate:	Children and Family Services
Section:	Early Intervention and Children's Social Care
Responsible to:	Service Manager
Responsible for:	Social Workers, Social Work Assistants & Team Co-ordinators
Grade	Level 14

Job Purpose

- To achieve the best possible positive outcomes for children and young people across the service.
- To model and direct the work of the team (where applicable) and including student's and the priorities therein through a collaborative and systemic approach to all work with children, young people and families.
- To contribute to the management, delivery and operation of a range of measurably high quality, cost effective services to meet individual need.
- To manage the team's caseload including complex cases.
- To focus on the development and raising of quality in practice, setting standards and the conditions required for successful social work by motivating and nurturing staff.
- To act as a mentor and coach in supporting practitioners to enhance practice and take responsibility and be accountable for the practice of social workers, social work assistants, team co-ordinators and students
- To manage the duty function

Key Duties / Responsibilities

- To assist the Service Managers in the overall management of the staff and resources of the team with particular emphasis on practice to ensure the delivery of a high-quality service.
- To ensure that a systemic approach is utilised both in terms of practitioners working together on case work and direct work with children and families.
- To be responsible for managing risk, supervising, directing and quality assuring all cases open to the team and through weekly team meetings.
- To be responsible for the prioritisation and allocation of work within the team, ensuring focused and purposeful social work interventions with explicit aims and objectives about desired outcomes.
- Expectation to undertake work after normal working hours to support staff to manage risk and ensure their safety at the end of each working day.
- Ensure the direction and motivation of the team by the provision of support and supervision of practitioners as stipulated in the supervision policy. including informal case management supervision of all practitioners on a day to day basis and formal supervision of social work assistants and team co-ordinators in line with the supervision policy.

- Provide one to one developmental supervision to relevant staff members which may include social workers, social work assistants, contact officers and team co-ordinators.
- To ensure that documentation, record keeping, accounting and communication is maintained within the team
- To assist the principle manager in ensuring the regular and effective analysis, monitoring, measurement and maintenance of the performance of the team against agreed targets and performance indicators. to analyse monitor and support each team members contribution towards targets.
- To authorise and QA assessments and plans relevant to the service area.
- To share accountability or be accountable to the principle manager for all elements of individual cases within the team, in accordance with policy and procedures and be responsible for staff care and development of STAFF in accordance with policy and procedures.
- Support the Service Manager in the identification of resource shortages and contribute to the planning and development of services.
- Assist the Service Manager in ensuring the health and safety of staff and individuals, and the safety of equipment and operations within the team, in accordance with the Health & Safety Act.
- Participate in the recruitment/selection, induction and training of staff.
- Be accountable to the Service Manager in supporting, nurturing and assessing newly qualified social workers in the Assessed and Supported Year in Employment by team/individual supervision, audits and observed practice and to provide practice feedback mapped to the Professional Capabilities Framework (PCF) that will allow the Service Manager to complete the final report.
- To support the Service Manager in the production and implementation of a team business plan as required and in accordance with directorate and corporate policy.
- To deputise on behalf of the Service Manager as required.
- Prepare, attend and chair where applicable a range of meetings and decision-making forums on specific cases as required and in consultation with the Service Manager.
- Direct and support the work of social workers, social work assistants and team co-ordinators.
- Where applicable hold weekly team meetings/monthly supervisions to ensure oversight of all cases in relation to progress, and the balance between risk and protective factors within the casework.
- To support social workers in complex cases and specific pieces of work in particular where there is a need for a higher level of practice knowledge and skill.
- Carry out other appropriate duties as required and deemed appropriate to the role as directed by the Service Manager or senior officers.
- To supervise relevant staff that may include social work assistants. Social workers and team-co-ordinators. To ensure that effective partnership working across the statutory, voluntary and independent sectors is established and maintained.

- To support the Service Manager in the development and delivery of effective communication within the service area, the identification of resource shortages and contribute to the planning and development of services.
- To authorise payments and invoices towards the delegated limits.
- To support the Service Manager in ensuring that the planning, monitoring and reviewing of expenditure and financial commitment against the budget are provided within cost limits.
- To support and assess relevant staff in relation to appropriate qualifying and post qualifying awards.
- To ensure the development and regular use of quality assurance processes in the scrutiny of front line practice, including completing file audits.
- Role model good practice, encourage the implementation of social work values and ideas in a variety of forums and support Social Workers in court attendance, as required.
- To be responsible for the prioritisation and allocation of cases as part of the duty cycle which includes managing high risk complex cases, crisis intervention and support of all staff within the team to respond effectively to meet the needs of the children and families concerned.
- To assist and take part in the reviewing and implementation of policy and procedures across the service
- To attend and participate in any identified sub groups where information is shared and decisions are made in a specific practice area.
- Assist the Service Manager in dealing with complaints and take responsibility for the initial conversations or meetings to resolve issues before they are made formal

Strategic Management: Contributes to the overarching strategy in Stoke on Trent's Vulnerable and Corporate Parenting – to ensure that teams plan for safety, permanence and stability for children and young people regardless of the setting and to actively support more children to live at home.

Performance: Guides and develops practice and performance of staff within teams and impact on outcomes/progress for cases being worked by teams.

Resource Management: Works with the Service Manager to ensure that relevant information, data and finance information is up to date

Communications: Models direct work with children and families across the social work task including the context of assessment, planning, delivery, review and case closure/transfer. Ensures that strong relational links are in place between family members and teams. Is able to communicate respectfully with families and present complex, sensitive information both verbally and in written form within a range of arenas.

Culture: Contributes to the development of effective partnerships in order to achieve a co-ordinated approach to ensure effective safeguarding arrangements. (section 10 The Children Act 2004). Assists in creating a learning culture where critical reflection and constructive challenge is featured in all case work and meetings. Ensures focused and purposeful social work interventions with explicit aims and objectives are made about desired outcomes by leading the team as a learning system.

Any other duties appropriate to the post.

Finance and Staffing Dimensions

- **Gross Revenue Budget** : up to £250,000
- **Capital Budget:**
- **Staff:** Approx 14 staff

Person Specification

Job Title: Team Manager
Directorate: Children and Family Services
Section: Early Intervention and Children's Social Care

Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

	a	b	c
Knowledge and Qualifications			
Professional qualification in social work (Diploma in Social Work, BA/BSc, MA in Social Work or CQSW as required by Social Work England)	✓		
Must have an enhanced knowledge of Children Social Care, Legislation Policy and Procedure relevant to particular area of field	✓		✓
Evidence of continuing professional development in line with the Professional Capabilities Framework (PCF) and/or membership of professional body.	✓		
Graduate Certificate/Foundation in Systemic Practice (within 24 months of taking up the role). Achieve Practice Educator Standards Certification (within 36 months of taking up the role).	✓		✓
Maintain registration with Social Work England	✓		
Experience			
Have significant post qualifying experience	✓		
Involvement in the supervision of staff or student social workers. Including mentoring, coaching and reflective practice	✓		
Experience of organising, preparing and chairing multi-agency meetings	✓		
Experience of child protection enquiries, safeguarding procedures, care planning and statutory reviews	✓		
Experience in public & private law proceedings	✓		
Experience of using Information Technology and children's electronic recording	✓		
Experience of performance management and monitoring	✓		
Skills and Abilities			
Able to manage and lead a team efficiently in a challenging environment.	✓		✓
Ability to form and maintain appropriate relationships and personal boundaries with children and families.	✓		
Have highly developed co-ordination and time management and prioritisation skills to enable the post-holder to achieve plans and objectives in a timely and organised manner.	✓		
Ability to synthesise and prioritise complex and potentially conflicting demands, understand and absorb information and resolve problems.	✓		
Skilled in working directly with children and families	✓		✓
Skilled in developing an organisation within which critical reflection and analysis takes place and is valued and supported (PCF).			✓

Skilled in developing others and in providing supportive and reflective challenge to others		✓	
Skilled in systems thinking and the development of Vulnerable Children and Corporate Parenting as an outcome focused service.		✓	
Ability to plan ahead/organize/prioritise and implement service improvements and innovations.	✓		
To have strong analytical skills with the ability to process complex information and explain/present the information to others.		✓	
Ability to meet fully the requirements of the post and cover the geographical area of Stoke on Trent	✓		
To possess creativity skills			✓

Personal Style			
Personal commitment to vulnerable children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (e.g., gender, identify, nationality or ethnic origin, disability, religion or belief, sexual orientation, age).	✓		
Have the ability to use judgement and authority to intervene with individuals, families and communities to promote independence, provide support and prevent harm, neglect and abuse.	✓		✓
Post holder must be flexible to ensure the operational needs of the council are met. This includes undertaking duties of a similar nature and responsibility as and when required, throughout the various work places in the council.	✓		✓
Commitment to promoting equality of opportunity and challenging discrimination	✓		✓
An ability to fulfil all spoken aspects of the role with confidence through the medium of English			✓

Conditions of Service

Job Title:	Team Manager
Directorate:	Children and Family Services
Section:	Early Intervention and Children's Social Care
Grade:	Level 14
Salary:	£43,857 - £46,845

Duration: This is a permanent post.

Working Hours: The normal standard working arrangements will be based on a 37 hour week, working over five days between normal office hours. However, there may be flexibility in these arrangements. For more information please refer to the Flexible Working Policy.

Annual Leave Entitlement: You will be entitled to 27 days annual leave rising to 32 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Disclosure and Barring Service (DBS) Check: This post is exempted under the Rehabilitation of Offenders Act 1974 therefore appointment to this post is conditional upon the receipt of a satisfactory response to a check of police records. You should note that the existence of an unsatisfactory police check may result in the withdrawal of the offer of employment.

If during your continued employment you receive any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1974 (as amended on 2013) you are required to disclose to your manager immediately that you have been convicted or cautioned during the period of your employment. Guidance and criteria on the filtering of "unprotected" cautions and convictions can be found on the Disclosure and Barring Service website.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee's organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.

Social Care Register: You must either already be registered, or in the process of registering on the Social Care register. You must also meet the ongoing requirements of registration and comply with the Code of Practice for Social Care Workers.