

# Job Profile

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**Team Manager**

**Grade: Grade 11**

**Date Updated: October 2019**

## About the Job

To lead, manage and be accountable for a team of social workers and other professionals in the delivery of statutory duties to children, young people and families.

### This is what we need you to do:

- Lead and provide day to day management of the team, providing appropriate support, personal development review and performance management to ensure the delivery of high quality services, the safety and well-being of the staff and effective use of resources.
- Develop a clear team plan which links the strategic objectives of the organisation, local improvements in performance and learning from complaints.
- Provide monthly supervision which is reflective but provides clear direction and challenge and prevent drift and delay in the child's journey.
- Provide management oversight on all cases which evidences understanding of risk.
- Quality assure the work of the team by a range of means including case file audit, DIP sampling, observations, and reflective supervision, and any other means as outlined in the quality assurance framework, and contribute to further developments of the framework.
- Manage effectively the workflow within social work case loads to ensure that children and young people's needs are met appropriately within a timely manner.
- To have management oversight on strategy meetings, CP conferences and PLO meetings, ensuring the quality and timeliness are achieved.
- Make use of performance data and lead on the management and monitoring of team performance, holding performance clinics to improve operational outcomes in the team.
- Managing individual performance/tackling under-performance and ensuring members of the team are supervised regularly in
- Demonstrate clear decision making, and problem solving to ensure effective risk management, planning and good outcomes for children and their families.
- Ensuring all decision making is recorded on the child's file
- Develop quality relationships with internal and external stakeholders ensuring the best outcomes are achieved for children and young people.
- Make clear decisions around threshold for cases that are part of a legal planning meeting, strategy decisions, ensuring at each point risk is evaluated.
- Ensure there is compliance within the team in regards to GCC policies and procedures including data inputting, case recording and confidentiality.
- Lead and provide a culture of continuous professional development, keeping up to date with government guidance and legislation and evidence based practice.
- Manage the budget of the team effectively and take actions to ensure the budget does not overspend.
- Manage complaints effectively and ensuring complaints are resolved as quickly as possible and ensuring responses to complaints are of good quality and reflect understanding of the customer issues and in line with council procedures.
- Support, promote and safeguard the welfare of children and young people.
- Lead on all people management areas of work including human resources and SAP responsibilities.

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line with expectations.

- Lead and take accountability for the legal process on behalf of the Council, attending Court as necessary.
- Chair a range of meetings as required ensuring high quality decision making for users of the service.
- Engage service users in the design and development of the service.
- Contribute to the development of the team plan based on service and local priorities, ensuring that its delivery is achieved.

## The ideal candidate will have:

### Education and Qualifications

- Qualified Social Worker and registered with Social Work England.
- Evidence of continuous professional development.

### Experience

- Extensive experience working in a statutory social care setting with children and families.
- Experience of managing a team of professionals which demonstrates inspirational leadership, reflective supervision and staff development.
- A proven track record of good interpersonal and communication skills.
- Experience of chairing meetings.

### Knowledge, Skills and Understanding

- Recognise the high level of confidentiality required in relation to children, young people, carers and families and help to manage sufficient security of such information.
- Knowledge of Child Protection Procedures and Frontline work
- Knowledge of the relevant legislation, including the Children Act 1989 and related law, guidance and procedures.
- Knowledge of the roles and responsibilities of agencies providing services to children and families.
- Skilful communication.

### Special Conditions

- This position is subject to an enhanced Disclosure and Barring Check, and you will be asked to apply for a Disclosure Certificate if you are offered the position.
- The nature of this post requires flexibility to meet urgent work needs as they arise. This will inevitably entail work outside of normal working hours and locations across the county.
- The post holder must hold a clear and valid driving licence or have the ability to travel around the County.

### Behavioural attributes

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Undertakes all duties in a manner, which supports the council's equal opportunities policy, in relation to service users and staff, treating both groups with respect and without bias.
- Demonstrates adaptability, flexibility and transferable skills and carries out any other unspecified duties which are consistent with the grade and general characteristics of the post.
- Able to cope and function effectively when working in a pressurised environment.
- Emotionally resilient.
- Organised and able to meet tight deadlines.
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring shifts of priority.
- Takes others views into account; actively listens to other's views and concerns and responds appropriately.
- Able to establish and maintain relationships at all levels.
- Promotes harmony and consensus through diplomatic handling of disagreement and potential conflict.
- Ability to work with and manage data.
- Computer literate and confident working with Microsoft Office.
- Ability to communicate effectively (verbally and in writing) with individuals and groups at all levels within and outside the organisation and to build positive working relationships.
- Ability to identify good practice and to celebrate appropriately.
- Ability to show initiative and take responsibility when necessary.

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- Ability to use computerised case recording systems.
- Ability to work within timescales, to organise own workload and to manage time effectively with competing priorities and fluctuating workloads.
- Ensure that risk is understood for all children and that there is a clear risk management plan and contingency plan in place.
- Provides effective leadership, demonstrating drive, enthusiasm and commitment, with a positive approach to change.

## **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves it's right to amend or add to the accountabilities listed above.