Job Description
Team Manager
Education and Children's Services

Service:	Children's Services	**Team:**	
Location:	Various across Lancashire		
Salary range:	£53,051-£57,447	**Grade:**	Grade 11
Reports to:	Senior Manager	**Staff responsible for:**	Approximately 10

Job Purpose

Reporting to the Senior Manager, leading a team of children's services professionals and practitioners, to ensure the development, delivery and continuous improvement of specialist services for children, young people and their families and carers in Lancashire.

Responsibility for managing a team, ensuring that children, young people, carers, and families receive first class specialist assessments and timely support to meet their needs and identify/manage risk.

Supporting the Senior Manager in the development, delivery and review of specialist services for children, young people, their families and carers so that Lancashire's vulnerable children are protected from significant harm, their life chances are maximised and that looked after children or children receiving short breaks are placed in high quality placements with carers who are trained and well supported to meet their needs and care leavers are appropriately supported.

The Team Manager will support the delivery of effective support and services to children, young people and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

Children, young people and their families are safe, healthy and achieve their full potential To deliver this vision we have agreed some key outcomes:

Five Outcomes

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy heathy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

Accountabilities/Responsibilities

1. Ensuring delivery of Service Plan objectives for the team's areas of responsibility and delivering results to meet the needs of the service users through effective organisation of the team and monitoring of workflow.

2. Developing and embedding a performance culture within the team to ensure targets are met and poor performance is effectively managed.

3. Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the team's objectives within the Service Plan and the County Council's Performance Engagement process. Take appropriate corrective action as necessary.

4. Visibly and actively supporting and promoting the corporate activities of the Council and the values of the Council.

5. Being aware of changes to policy and procedures and plan for consequent changes to services.

6. Leading a process of continual improvement of Safeguarding/Specialist Services to contribute to improved life chances for children, young people and their families.

7. To secure the effective use of the available financial and other resources across the Children's Services system and work collaboratively with Early Help partners to enable children, young people and families to gain access to the right support at the right time.

8. To ensure all staff are trained, supervised, developed and supported to provide the best possible outcomes for children, families and carers, seeking help from more senior managers and corporate colleagues as appropriate.

9. To ensure that the Council performs its duties and functions in fulfilment of its statutory obligations.

10. To ensure the team has in place appropriate systems and procedures to prioritise and manage demands on the service by allocating staff and resources appropriately, in accordance with social care assessed need and Education and Children's Services policies.

11. To monitor the team's performance with reference to local and key performance indicators for Children's social care services, producing performance and statistical reports as required by CS.

12. To ensure the County Council's Performance Engagement policy is implemented in accordance with Supervision Policy and Procedures.

13. To support the development of the Council's policies, processes, practices and systems in respect of Safeguarding/Specialist Services, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council and wider partners working with Safeguarding/Specialist Services.

14. Authorising assessments, reports and care plans to a minimum "good "standard; taking responsibility for ensuring plans for children and carers are implemented in accordance with statutory and Council requirements and focussing on the outcomes and impact for children and families.

15. Reviewing, evaluating and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery.

16. To undertake monthly team audits in line with the service's quality monitoring requirements.

17. To establish mechanisms for the collection of a range of information and/or data on the team and its performance, including its analysis, interpretation, processing and presentation through regular Performance Improvement Meetings.

18. To produce reports and presentations to relevant stakeholder and management groups and ensuring high quality representation of Lancashire County Council at Magistrates, County and High Courts.

19. To actively promote the effective recruitment and retention of the Children's Services workforce.

20. To support the health and well-being of team members including the promotion of a positive worklife balance.

21. To ensure all team members keep abreast of the Council's changing legal obligations and mandates.

22. To provide positive leadership, instilling a clear sense of direction, priority and pace which reflects the council's values.

23. To lead people in an inclusive way to deliver strategic and operational objectives.

24. To support the building of positive relationships with children, young people and families; ensuring that their requirements and needs are at the heart of the design and delivery of services in accordance with the Council's Corporate and Partnership strategy and giving prompt attention to any complaints/concerns raised about the services/decision making of the team.

25. To build and promote successful partnership working across agencies to deliver a cost effective and "good" service.

26. To work with partners to secure feedback on the effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Customer Focused

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

Supportive

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

Innovative

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

Respectful

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

Collaborative

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification (Grade 11 – Managerial)
Team Manager
Education and Children's Services

Ability, Skills and Experience specific to the functional team
Specific to MASH • Ability and skills to manage a front door to Children's Social Care. • Ability to ensure that all contacts into Children's Social Care are screened and assessed within time scales to a 'good' quality. • To ensure that children, young people and families receive the right support at the right time and our work is focused on the outcomes and positive impact we are achieving for them. • Ability to work as part of a multi-agency team and ensure a shared understanding of thresholds.
Specific to Duty and Assessment • Ability and skills to manage a social work duty and assessment team. • Ability to ensure that all assessments are completed within timescales to a 'good' quality. • To ensure that children, young people and families have access to a timely assessment. • Experience and skills to develop multi-disciplinary care plans focused on the outcomes and positive impact for children and young people. • Experience and skills to manage child protection investigations and assessments of risk/need. • Experience to manage, develop and be part of a social work duty and assessment team.
Specific to Family Safeguarding • Ability and skills to manage a multi-disciplinary team of professionals from Children's Social Care, Health, Probation and Substance Misuse Services. • Ability to ensure that all assessments are completed within timescales to a 'good' quality. To ensure that children, young people and families have access to a timely assessment. • Experience and skills to facilitate regular multi-disciplinary (group) supervision using the 'workbook' as a support tool. • Experience of managing case allocation to the social workers and also partner agencies. • Experience and skills to manage complex cases, including child protection investigations, preproceedings, proceedings and assessments of strength/risk/need to achieve positive outcomes.
Specific to Complex/Contextual Safeguarding • Ability and skills to manage a Complex/Contextual Safeguarding Team and ensuring evidence based approaches to working with and supporting young people who may be at risk of harm beyond their families. • Ability to ensure that all assessments are completed within timescales to a 'good' quality. • To ensure that children, young people and families have access to a timely assessment. • Experience and skills to develop multi-disciplinary care plans focused on the outcomes and positive impact for children and young people. • Experience and skills to manage complex cases, including child protection investigations, preproceedings, proceedings and assessments of strength/risk/need to achieve positive outcomes.

Specific to Children Looked After / Care Leavers

- Ability and skills to manage a Child Looked After team to ensure children and young people who are looked after and care leavers improve their health, emotional resilience and educational achievement and are protected from substance misuse and sexual exploitation.
- Skills and experience to manage and support stable relationships between the Child Looked After team and carers.
- Ability to ensure that all assessments are completed within timescales to a 'good' quality.
- To ensure that children, young people and families have access to a timely assessment.
- Experience and skills to develop multi-disciplinary care plans focused on the outcomes and positive impact for children and young people.
- Skills and experience to plan for appropriate placements, support young people to return to families, long term fostering, adoption and if/when appropriate prepare young people for adulthood and independence.

Specific to Fostering

- Ability and skills to manage a Fostering Team.
- Significant experience of complex safeguarding, care planning, statutory reviews and relevant panels.
- Skills and experience to be available for consultation on fostering matters for other service sections and to attend relevant networking meetings with other foster care service providers.

Specific to Adoption

- Ability and skills to manage an Adoption Team.
- Experience in the recruitment of adoptive parents.
- Experience and understanding of the Regional Adoption Agency (RAA)
- Skills and ability to shape the continuous development of our Adoption Services.

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Professional and/or academic level qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised or operational field	E	A
CQSW, DipSW, BA in Social Work or equivalent	E	A
A professionally qualified, registered Social Worker adhering to the Social Work England professional standards and able meet the Knowledge and Skills statements for child and family social work.	E	A

Management Qualification or significant management training	D	A, I

Experience:		
Experience at middle management level; managing complex operations/functions/services	E	A, I
Minimum of 3 years of management/leadership or equivalent experience in Children's Social Care services.	E	A, I
Ensuring delivering against agreed service plans and managing services in line with agreed budgets, targets and plans	E	A, I
Innovative and creative management of services within a diverse, changing and challenging financial environment	E	A, I
Management and development of teams to ensure high quality service delivery within an uncertain environment	E	A, I
Significant risk management in complex cases/issues within a statutory child care setting.	D	A, I
Social work in statutory and safeguarding areas of service	D	A, I
Knowledge and Skills:		
Strong analytical, evaluative and problem solving skills	E	A, I
Project and change management skills	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Good understanding of Corporate and service strategy and objectives and translation and implementation at local level	E	A, I
Experience and skills in partnership working across Children's Services. Promotes co-operation, working together with other organisations and service users as the means of shaping, developing and delivering services	E	A,I
Substantial relevant experience in safeguarding and fostering practice in the service area.	E	A,I

Detailed knowledge of legislative framework in regard to social care and social policy, and sound understanding of related policies and procedures.	E	A, I
Knowledge of the professional competency framework, work of social work reform board, and the requirements for associated support for staff.	E	A, I

Sound knowledge and understanding of the statutory framework and current research on effective safeguarding practice and promoting the welfare of children to address user needs	E	A,I
Detailed knowledge of inspection framework and understanding of the key standards of service expected.	E	A, I
Ability to advise and make decisions on complex cases.	E	A,I
A clear and compelling picture of the direction the service is going and communicates it with energy and enthusiasm Promotes working together as one department to maximise resources and minimise duplication	E	A,I
Ability to manage a diverse workforce with associated human resources procedures to ensure safe recruitment and the retention and performance management of staff.	E	A, I
Application of managerial judgement to ensure service area objectives are achieved	E	A, I
Ability to translate broadly defined deliverables into a clear work schedule/annual plan for the team, co-ordinating and integrating some diverse areas of work to provide clear direction for the team.	E	A, I
Monitors work plans to ensure performance standards are achieved, in terms of consistency and quality.	E	A, I
Ability to develop, operate and interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	E	A, I
Actively uses, organises and analyses information to inform the management processes.	E	A, I
Excellent communication both verbally and in writing, structures ideas and information which results in clarity, understanding and impact.	E	A, I
Other (including special requirements)		

1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. This is an essential car user post. You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given	E	I
to applicants who as a consequence of a disability are unable to drive.		