



## JOB DESCRIPTION

November 2014

<b>DIRECTOR AREA:</b> Children's	<b>Service Area:</b>
<b>Head of Service Area:</b> Cross Service	<b>Is this description a generic JD?</b> Yes
<b>GRADE:</b>	<b>JEM Reference No: 4706</b> <b>Enhanced DBS Required? Yes</b>
<b>JOB TITLE: Team Manager</b> <b>(For use across the following teams; Family Assessment and Support Team, Adoption, Fostering, Children with Disabilities, Looked After Children)</b>	
<b>REPORTS TO: Head of Service</b>	
<b>1. PURPOSE OF JOB</b> To lead and manage a social care team for Children's Services, including being accountable for the direction, delivery and performance of the team, including assessment and appropriate management of risk. In addition, the post is responsible for setting direction into the mid-term within service specific parameters, ensuring effective joint work and liaison with other statutory and voluntary agencies.	
<b>2. MAIN RESPONSIBILITIES, TASKS &amp; DUTIES</b>	
1	Ensure delivery of a service in a specialised field (Family Assessment and Support Team, Adoption, Fostering, Children with Disabilities or Looked After Children in accordance with legislative requirements, all relevant policies and procedures and agreed performance targets
2	Contribute to the development of, and gain support for, the Council and Directorate's shared values, vision, policies, objectives and strategies.
3	Responsible for monitoring and evaluating important policy, service practice and provision not only for their service area but as part of matrix management arrangements across the whole County.
4	Review services in accordance with the Council's Business Planning arrangements. Implement changes as a result of the review.
5	Provide advice and support to the service in relation to complex cases; respond to complaints from service users, relatives and carers.
6	Implement quality assurance systems, including the monitoring and review of all services provided and ensure these comply with the Council's Business and Organisational Strategy as well as the Directorate's service plan.
7.	Oversee the allocation of workload to agreed service priorities; monitor case files, computerised records and deal with workload management issues as they arise.
8.	Identify opportunities for improvement and change in services.
9.	Lead a team of staff including recruitment, induction, training and personal development, absence management, retention,

		grievance/discipline/capability, succession planning and workforce planning
	10	Undertake professional supervision of staff, appraisals and staff development activities.
	11	By way of audit and other quality assurance methods undertake performance management, quality assurance and ensure value for money in services delivered by the team, including taking appropriate action to address inadequate performance as appropriate.
	12	As required, be part of any directorate working group, team or group that is established to review, monitor or establish contracts with other providers.
	13	To be responsible for delegated budgets and ensure they are used in accordance with financial regulations.
	14	To ensure staff are aware of, and comply with performance indicators including PAF, BV, LAA and statutory requirements.
	15	To deputise for the Head of Service as required and take on any other duties that emerge to ensure the continuance of service delivery within LCC.
	16	Be responsible for the specification of services required to meet service user needs for the purpose of commissioning services through contract with service providers.
	17	Lead, manage and negotiate local contracts and agreements with, and provide advice and support to, internal and external providers of services.
	18	Develop, co-ordinate and support project management groups, contract compliance groups and other associated advisory and management groups .

### **3. MANAGEMENT OF PEOPLE**

The postholder will directly, or by clear delegation to others, performance, manage and professionally supervise and annually appraise designated social care teams of between 16-49 staff

Ensure that staff for whom there is overall responsibility understand and work within the boundaries of the Agile Working Policy.

Where staff work from home that all information is stored in a confidential manner.

That all staff are aware of corporate complaints and representation policies and procedures.

Ensure each staff member for whom the postholder has a management responsibility is aware of and complies with the Council's attendance at work policies and procedures.

To be part of corporate and directorate recruitment process as necessary.

To ensure all staff are aware of and comply with the Children's Services Policies and Procedures Manual including Risk Assessment requirements.

### **4. CREATIVITY AND INNOVATION**

	<p>To use a range of imaginative solutions and responses within the regulatory framework of social care to deliver services that best meet individual client or group of clients assessed needs through workload allocation, service/policy development, service user and staff problems, complaints, etc</p> <p>To work with voluntary and statutory partners to ensure service delivery is relevant, effective and personalised to assessed client need.</p> <p>To exercise professional judgement at all times to deliver effective services in accordance with financial and budgetary limitations.</p> <p>To use staffing budgets to ensure most effective service delivery.</p> <p>To engage with voluntary, statutory partners and the local community to identify issues/areas of concern and contribute to problem solving outcomes that may impact on and amend operational practice and procedures.</p>
<b>5.</b>	<p><b>CONTACTS AND RELATIONSHIPS</b></p> <p>The postholder will demonstrate extensive networking skills and be in regular contact with District Councils, Health colleagues, Police and other key stakeholders to ensure effective and efficient delivery of service.</p> <p>The postholder will communicate with and provide advice to service users, children and young people, carers, other professionals and senior managers through day to day delivery of service, including budget management which may be contentious and complex, requiring persuasion, advocacy and sensitivity as there are likely to be significant implications for the individuals or service.</p> <p>Lead and contribute to complex meetings and group discussions to solve problems and make decisions</p> <p>Contact with building services and Health and Safety Officer in relation to managing buildings.</p> <p>Links with community providers essential in developing preventative services. Participation in opportunities across directorates also essential.</p> <p>Availability outside of office hours.</p>
<b>6.</b>	<p><b>DECISIONS</b></p> <p><b>a) Discretion</b></p> <p>Applies extensive judgments and has wide range of discretion within a defined policy framework, including the authority to apply discretion in the application of policy to individual circumstances; to staffing decisions and service delivery. Responsible for making recommendations for change across the whole County and managing their implementation.</p> <p>To allocate work in accordance with Directorate priorities and to set standards</p> <p>To implement legislative requirements, in respect of children i.e., 1989 Children Act, Adoption and Children Act 2002.</p> <p>Any decision to safeguard a child in accordance with national and local directives</p> <p>Authorise expenditure of money within budgets in accordance with corporate regulation</p> <p>Recruit staff to teams within area of responsibility</p> <p>Any decision in accordance with corporate HR policies and procedures</p>

	<p><b>b) Consequences</b></p> <p>Ensure delivery of service, review assessments, assessment and appropriate management of risk,</p> <p>Decisions have strategic impact on council as well as service users consequences of decision could involve serious injury to child, damage to the reputation of the Council, well being of staff, abuse of finances or legal action against council by client or staff member</p>
<b>7.</b>	<p><b>RESOURCES</b></p> <p>Laptop, mobile phone, Management of budgets and HR/staffing.</p> <p>Maintenance and security of confidential and sensitive material</p> <p>Security of building and its contents</p> <p>Keeping safe Imprest account</p> <p>Chair and manage the local Resource Panel Process</p> <p>Prepare written strategies identifying expenditure on any new programmes, projects and plans and obtain resources for these</p> <p>The overall maintenance of the service premises and equipment, and undertaking appropriate links with the Property Department in regard to leasing, insurance etc within the limits of Directorate Policy, Procedures and Guidelines</p>
<b>8.</b>	<p><b>WORK ENVIRONMENT</b></p> <p><b>a) Work Demands</b></p> <p>Work involves frequently changing circumstances, conflicting priorities therefore postholder will need to be responsive to sudden surges or changes in service user demands and to direct staff accordingly</p> <p>To ensure all PAF BV and LAA targets are met.</p> <p>To ensure all H&amp;S requirements are met at all times.</p> <p>Ensure risk assessments of clients are up to date and constantly available to staff.</p> <p>That staff work patterns and case loads are commensurate with service user demand but do not impact negatively/detrimentally on staff.</p> <p>Ensure allocated budgets are spent effectively and that they are not overspent.</p>
	<p><b>b) Physical Demands</b></p> <p>The postholder will be expected to undertake the following:</p> <ul style="list-style-type: none"> <li>▪ To carry files, notebooks and other written material in accordance with the lifting and handling guidance</li> <li>▪ Agile working</li> </ul>

	<p><b>c) Working Conditions</b></p> <p>The postholder will be working some of their time in circumstances which may bring them into contact to disagreeable and difficult surroundings/conditions through dealings with potentially violent and or, abusive service users and frequently visiting service users homes in the community</p> <p>As a manager will also be expected to respond to alarms that are set off in the office environment.</p>
	<p><b>d) Work Context</b></p> <p>Due to the nature of the work the postholder will be at increased risk arising from the behaviour of service users, families and carers subject and may be subject to:</p> <ul style="list-style-type: none"> <li>▪ Verbal and physical abuse</li> <li>▪ Lone working</li> </ul>
<b>9.</b>	<p><b>KNOWLEDGE AND SKILLS</b></p> <p>The postholder will be expected to have:</p> <ul style="list-style-type: none"> <li>▪ Qualifications in Social Work (DIPSW; CQSW )</li> <li>▪ Registered with the HCPC and ensure that registration is maintained and renewed appropriately</li> <li>▪ In-depth knowledge of theory and practice of care assessment, planning; in-depth knowledge of relevant legislation, statutory frameworks; knowledge for budgetary management; acquired through professional qualification in social work plus post qualification training/award at higher or advanced level or equivalent expertise and experience in relevant field</li> <li>▪ Management skills enabling and directing a large diverse staff group across a geographical spread to ensure performance.</li> <li>▪ Financial and resource management, aptitude to work effectively within finite budgets.</li> <li>▪ A discreet knowledge of the legislative framework governing service and team activity.</li> <li>▪ Organisational skills and ability to prioritise.</li> <li>▪ Familiarisation with basic IT skills to undertake identified daily tasks and budget management.</li> <li>▪ A clear understanding of application of diversity and equality within the work setting and at the point of service delivery.</li> </ul>
<b>10.</b>	<p><b>GENERAL</b></p> <p><b>Job Evaluation</b> - This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by the County Council.</p> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the postholder.</p> <p><b>Equal Opportunities</b> - The postholder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p> <p><b>Health and Safety</b> - The postholder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p>

**Safeguarding** - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date:
Job Description written by: [Manager]		.....	
Job Description agreed by: [Postholder]	.....	.....	..
<p>Note: Qualifications and Experience headings are included in the Person Specification, see 'Using Competencies in Recruitment &amp; Selection' in the Employment Manual on George.</p> <p>Guidance on the completion of this JD can also be found on George or available from your Directorate HR Adviser.</p>			

<b>Service Area:</b>	Family Assessment and Support Team
<b>Attached to Job Description:</b>	
<b>Date Agreed:</b>	
<b>Date to be Reviewed:</b>	
<i>The following duties detail the specific duties a xxx will undertake in the Family Assessment and Support Team. These duties are to be read in conjunction with the job description of xx.</i>	

#### **Specific Duties**

Incomplete

To follow

<b>Service Area:</b>	Adoption Team
<b>Attached to Job Description:</b>	
<b>Date Agreed:</b>	
<b>Date to be Reviewed:</b>	
<i>The following duties detail the specific duties a xx will undertake in the Adoption Team. These duties are to be read in conjunction with the job description of xxx</i>	
<b>Specific Duties</b>	
To follow	

## GREATER LONDON PROVINCIAL COUNCIL (GLPC) JOB EVALUATION SCHEME

### EVALUATION REPORT

<b>Post Title</b>	Team Manager	<b>JEM Reference No.</b>	<b>4706</b>
<b>Directorate</b>	Children's	<b>Evaluation Date</b>	4/12/12
<b>Service</b>	Cross Service		

<b>FACTORS:</b>		<b>LEVEL</b>	<b>POINTS</b>
Management of People		5(sixteen to fortynine)	76
Dispersal			6
Creativity and Innovation		5	76
Contacts and Relationships		6	110
Decisions	Discretion	4	68
	Consequences	3	36
Resources		2	20
Work Environment	Work Demands	4	32
	Physical Demands	1	6
	Working Conditions	1	6
	Work Context	2	16
Knowledge and Skills		7	240
<b>TOTAL POINTS</b>			<b>692</b>
<b>GRADE</b>			<b>Grade 13</b>

THE JOB EVALUATION HAS BEEN UNDERTAKEN IN ACCORDANCE WITH THE TERMS AND PROCEDURES OF THE GREATER LONDON PROVINCIAL COUNCIL JOB EVALUATION SCHEME 2000	
<b>Evaluation Type</b>	<b>Social Work Reform Board</b>