

SOUTHWARK SOCIAL SERVICES

JOB DESCRIPTION

POST: Team Manager
DIVISION: Children's Specialist Services
SERVICE: Referral & Assessment
GRADE: Grade 12

1. JOB SUMMARY

- 1.1 To manage a team of social work and attached support staff in delivering complex assessments work at individual client level. To hold responsibility for assessment, case planning, service provision and review: identifying and addressing the needs of individual clients within delegated budgets.

To be a part of a management team responsible to the operational functioning of a Referral and Assessment duty service.

2. PRINCIPAL ACCOUNTABILITIES

- 2.1 To be responsible for case management and assessment functions within the Referral and Assessment Service.
- 2.2 To undertake managerial and administrative responsibilities, as detailed in the attached list of competencies for a Team Manager. This includes the management of children's electronic records and management information systems.
- 2.3 To manage Senior Practitioners within the team and those duties associated with formal supervision, workload management, staff planning and development, conduct and performance monitoring, capability appraisal, individual support and staff learning programmes.
- 2.4 To monitor team and individual performance in accordance with established performance indicators and take remedial action when standards are not met. This will include the use of daily managerial reports to measure and respond to timescales for the completion of assessment work.
- 2.5 To participate in establishing and meeting staffing requirements for the future, including: recruitment, training, team development, employee relations, and health and safety and any other Human Resource requirements.

- 2.6 To take overall responsibility for the work of the team, making professional and managerial decisions appropriate to circumstances.
- 2.7 To ensure the delivery of relevant services through the provision of complex assessment and when necessary to take immediate action to ensure children are protected and safeguarded in a timely manner
- 2.8 To negotiate service provision which ensure value for money and that needs of users are met.
- 2.9 To oversee packages of support and ensure effective monitoring and regular reviews take place.
- 2.10 To represent the service at multi agency meetings.
- 2.11 To represent the Council at court and give support and advice to social work staff as required.
- 2.12 To be responsible for the management of delegated budgets and ensure financial performance indicators are met.
- 2.13 To liaise with senior officers of other departments, Councils, voluntary and statutory bodies, users and their representatives to ensure appropriate services are accessed by service users or that issues of escalation are dealt with in a timely manner.
- 2.14 To act as a member of the Business Unit Management Team so as to determine service objectives, the preparation and implementation of business plans and the development of social work/professional practice.
- 2.15 To ensure that both team and individual work plans are in place which reflect the divisional/business unit service and business plan priorities.
- 2.16 To keep up to date with regards to changes in legislation, practice and policy and integrate necessary amendments in the provision of services and management of the team.
- 2.17 To take responsibility, within delegated authority, for a service during the temporary absence of the Service or Business Manager.
- 2.18 To respond to Service User enquiries for complaints in a timely manner and in accordance with procedural requirements.
- 2.19 The post holder is required to uphold the Article 12 of the UN Convention on the Rights of the Child which states the right of any child or young person to be consulted in decision making.
- 2.20 Any other duties appropriate to the post and grade.

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PERSON SPECIFICATION

DIVISION: Children's Specialist Services

SECTION: Referral & Assessment

POST TITLE: Team Manager

GRADE: Grade 12

CAREER GRADED:

POST NO:

Knowledge Relevant To the Job

1. To hold a recognised social work qualification. **E/A**
2. Knowledge of the legislation governing the function of a Social Services Department, including the consequent statutory duties and application, in particular that relating to the 1989 and the 2004 Children's Act **E/A/I/T**
3. Knowledge and understanding of current issues in social work practice particularly relating to child protection and child care planning, including assessment, court work and packages of care. **E/A/I/T**
4. Knowledge of methods to assess performance and the achievement of performance targets in social work practice. **E/A/I/T**
5. Knowledge of Children's Services and its relationship with other agencies. **E/A/I/T**
6. Knowledge and understanding of Customer Care practices. **E/A/I/T**

Experience

7. To have substantive post qualifying experience in social work practice, to include experience of child protection and child care planning and the undertaking of court work where issues were both complex and in dispute. **E/A/I/T**
8. Experience of supervising social work staff (this may include social work students) including allocation the setting of priorities, drawing up of training and development plans and providing formal supervision. **E/A/I/T**
9. Experience of Referral and Assessment processes, duty systems, referral. Pathway process and the interface with other service providers both statutory and voluntary **E/A/I/T**

10. Experience of chairing strategy, professional network meetings or representing the Council as an operational manager. **E/A/I/T**
11. Experience of establishing effective working relationships with other professionals including representatives from organisations external to the Department. **E/A/I/T**
12. Experience of applying the principles of equal opportunities in the delivery of service provision and when necessary address inequality. **E/A/I/T**
13. Experience of determining priorities in the implementation of a social work service. **E/A/I/T**
14. Experience of preparing succinct reports and presenting these in a formal setting. **E/A/I/T**
15. Experience of financial management in a social care environment. **E/A/I/T**

Knowledge and experience will be assessed through a candidate's application form and for those applicants who are shortlisted through interview, a presentation and/or a written exercise.

Personal Competencies

16. Staff Management **E/T/I**
 Leadership
 Delegation
 Developing focus
17. interpersonal **E/T/I**
 Influencing and negotiating
 Interpersonal relations
 Oral communications
18. Reasoning Skills **E/T/I**
 Analytical judgement
 Decision making
 Planning and implementation
19. Orientations **E/T/I**
 Customer orientation
 Change orientation
 Energy and resilience

Personal competencies of shortlisted candidates will be assessed by participation in assessment centre exercises. These may include group exercises, personality questionnaires, verbal and numerical reasoning exercises (etc).

KEY:

D Desirable
E Essential

I Evaluated at Interview
A Application

T Test