

**Job Description****Social Services Directorate****Children's Services Division**

Post Title	Service Manager – SEWAS		
Post Number	BG08941	Grade	JNC 1
Base	Mamhilad	Hours of Work	37
Car User Allowance	Approved Casual	Disclosure	Enhanced
Contact	Tanya Evans Head Of Service	Updated	November 2014

Principal Job Purpose

Responsible to: Head of Service , Children's Services

Responsible for: Managing the South East Wales Adoption Service

Principal Accountabilities

1. Develop and implement strategic plans for the Adoption Service through appropriate cross agency partnerships, in order to develop effective services for children with key partner agencies such as Health, Education, the Police and the Independent Sector.
2. Develop, monitor and evaluate services provided in order to raise standards and contribute to the success of the Adoption Service through organisational development, change management and workforce planning.
3. Ensure appropriate improvements are made to services in order to continuously improve standards of service provision.
4. Manage and control the relevant budgets, ensuring that appropriate and effective use is made of the financial resources available. Work closely with finance colleagues to maximise financial resources available to develop services for children.

5. Ensure that data relating to individual clients is recorded and that performance and activity information is reported to the Regional and National Adoption Boards on local and national Performance information.
6. Provide monthly supervision in line with the Authority supervision policy to Team Managers.
7. Develop mechanisms to maintain strong links with the Child Care Teams in each Local Authority to maintain the profile of Adoption.
8. Contribute to and manage inspection processes across the service area as required.
9. Represent the region when required to continue the development of the National Adoption Service.
10. Ensure Adoption Panels provide robust scrutiny of assessments of Adopters and Matching of children to Adopters.
11. Ensure the workforce is adequately qualified and trained to carry out the requirements of the service.
12. Ensure that the professional practice and standards of Social Workers and other Team Members are promoted, supported and monitored through regular supervision and appraisal.
13. Ensure that all statutory duties in respect of children are discharged in accordance with the requirements of legislation, guidance and the Council's policy.
14. To promote good working relationships with other organisations and agencies and to develop effective joint arrangements with the statutory bodies.
15. Create opportunities to maximise universal services to meet the needs of children within the region.
16. To promote the authority's anti-discriminatory and equal opportunities policies and adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
17. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
18. To undertake any other duties that may be required by the Director of the Social Services Department.

Person Specification – Senior Manager

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
A recognised Social Work qualification and registered with a Care Council	E	✓			
Significant experience of working at a management level in Children's Social Services	E	✓	✓		
A management qualification	D	✓			
Demonstrable success in managing and motivating teams / services to implement changes in order to achieve service improvements.	E	✓	✓		
Experience of establishing and maintaining a performance culture and achieving performance standards	E		✓		
Experience of managing staffing issues including grievance, disciplinary and complaints procedures	E	✓			
Experience of working across corporate and interagency boundaries	E	✓			
Knowledge/Skills					
Knowledge of legislation, regulation and guidance relating to Adoption and Children's Services	E	✓			
Knowledge of Financial Management and Human Resource Management and Service Planning	E	✓			
Knowledge and understanding of the key Social Care and health policy issues and the modernisation / improvement agenda for Social Services	E		✓		
Excellent oral and written communication skills	E	✓	✓		
Good leadership and interpersonal skills	E		✓		✓
Sound IT skills	E		✓		✓
Ability to deliver results within financial limitations whilst handling conflicting priorities	E		✓		✓

2. Special Requirements

	Essential	Desirable
Full driving licence / access to a vehicle during work hours	✓	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Leading People	Provides inspirational leadership & is a role model to others		✓		✓
	Encourages leadership in others where appropriate				✓
	Takes direct responsibility and is accountable for actions				✓
	Respects and values the contribution and ambition of others				✓
	Actively promotes equality and diversity				✓
	Challenges unacceptable behaviour/attitudes		✓		✓
	Recognises and celebrates achievements				✓
	Defends colleagues against inappropriate criticism				✓
	Demonstrates and is an example of good work-life balance				✓

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Delivering the Vision	Communicates a compelling view of the future		✓		✓
	Ensure colleagues know how they contribute to the vision		✓		✓

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Delivering Improved Service Performance	Is committed to continually improving performance of self and others		✓		✓
	Sets high standards and keeps self and others focused on outcomes		✓		✓
	Gives regular, constructive feedback on service /team/ individual performance				✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately		✓		✓
	Seeks learning opportunities from results				✓

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Empowering Our People	Is a team player		✓		✓
	Encourages and develops personal accountability in others				✓
	Works to identify training and development needs in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Listens, utilises and respects the skills, experience, and ambition of others at all levels				✓
	Promotes and demonstrates personal and professional learning and development in self and others				✓

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		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Creates and encourages two-way communication inside and outside the organisation				✓
	Uses appropriate and precise methods of communication		✓		✓
	Has personal credibility with a variety of different groups and uses networks effectively				✓
	Listens to and considers the views of others				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
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Making Informed Decisions	Is prepared to take action and be accountable		✓		✓
	Regards problem solving as an improvement opportunity				✓
	Involves others in decision making				✓
	Steps back and takes a wider view				✓
	Uses evidence to challenge or support point of view				✓
	Considers implications of proposed decisions				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions				✓
	Is able to justify and explain decisions				✓
	Demonstrates collective responsibility once a decision has been made				✓

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		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working in Partnership	Understands partnerships in the context of the “big picture”		✓		✓
	Understands role & responsibilities of self & others				✓
	Promotes and is actively involved in multi-agency partnerships to continually improve services				✓
	Networks effectively internally and externally				✓
	Recognises, respects, and utilises the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working				✓
	Ensures agreed outcomes are delivered				✓

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Creating a Customer Focused Culture	Recognises the importance of contributions from the community to setting and achieving the vision				✓
	Promotes and develops a continually improving customer focused culture				✓
	Develops initiatives to enable regular consultation and feedback from customers on the quality and appropriateness of service delivery				✓
	Engages with the community appropriately and respectfully				✓
	Is an ambassador for the organisation and the community it serves				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working with Councillors	Contributes to assertive relationships that promote a culture where challenge is constructive and without blame or reticence				✓
	Understands the political environment locally, regionally, and nationally				✓
	Positively respects and abides by the professional code of conduct and adheres to the principles of political restriction				✓
	Raises issues and constructively challenges in an appropriate and sensitive manner				✓
	Ensures colleagues understand the political dimension of their work				✓
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓

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		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Pushing the Boundaries	Regularly and constructively challenges the status quo				✓
	Is positive about change and identifies potential benefits to the customer				✓
	Brings forward the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas				✓
	Recognises and encourages leadership throughout the team				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice				✓