

**Job Description****Community Services Directorate****Social Services Division**

Post Title	Team Manager – 14+ Team		
Post Number	BG03506	Grade	Scale 11
Base	Family Resource Centre	Hours of Work	37
Car User Allowance	Essential	Disclosure	Enhanced
Contact	Sally Indge Tel: 01495 355520	Updated	July 2015

Principal Job Purpose

Responsible to: Service Manager Childrens Services

Responsible for: Managing the 14+ Team, ensuring that both the needs of children, young people, their families, and Care leavers are assessed and appropriate services provided in accordance with Legislation, Guidance, Regulations and Departmental procedures.

Principal Accountabilities

1. To ensure cases are managed in accordance with Legislation, Guidance, Regulations and Departmental Procedures
2. Ensure work is allocated appropriately to social workers, personal advisors and childcare support workers in the team and that work is recorded, managed and prioritised to agreed timescales and standards.
3. Ensure that the professional practice and professional development of staff is promoted, supported and monitored through regular supervision.

4. To assist team members manage their caseload with particular reference to the degree of priority to be accorded to each case.
5. To ensure effective dissemination of information and communication is promoted within the team and between its members and other parts of the Department and Authority.
6. To manage allocated budgets in accordance with delegated responsibilities.
7. To promote good working relationships with other organisations and agencies and to develop effective joint working arrangements with the statutory and voluntary bodies in areas appropriate for the children and young peoples needs.
8. To promote partnership with parents, children and care leavers to ensure that they are consulted on all aspects of plans for individual children.
9. To contribute to the development, monitoring and evaluation of the service in accordance with relevant legislation guidance and regulations.
10. To analyse and use performance management information to improve the quality of services provided
11. To be responsible for developing the teams business plan and contributing to the Divisional Business plan.
12. Undertake formal managerial duties in line with established Council procedures such as sickness counselling, disciplinary procedures etc.
13. To take responsibility for your own continuous professional development.
14. To undertake any other duties that may be required by the Director of the Social Services Department.
15. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
16. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Middle Manager

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	App. Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
Diploma in Social Work or equivalent social work qualification	E	✓			
Registered with a Care Council	E	✓			
Substantial post-qualifying experience of statutory child care	E	✓			
Experience of working in partnership with children, their families and other agencies	E	✓	✓		
Supervision of staff and/or students.	E		✓		
Budget management experience	D	✓	✓		
Post-qualifying social work awards	D	✓			
Management qualification	D	✓			
Other experience					
Knowledge/Skills	Essential / Desirable	App. Form	Interview	Other (please specify)	Probationary Period
Knowledge of the Children Act and other relevant legislation, guidance and regulations	E		✓		
Knowledge and understanding of current research and good practice in Child Care	D		✓		
Commitment to working in partnership with children, young people and their families	E		✓		
Ability to develop inter-agency links	E		✓		✓
To be able to work on their own initiative	E		✓		✓

Ability to write analytical reports	E		✓		✓
Ability to motivate staff and promote professional development	E		✓		✓
Time management	E		✓		✓
I.T skills	D		✓		
Good verbal and written communication skills	E	✓			
Well developed negotiation skills	E		✓		✓
Effective problem solving skills and the ability to analyse and evaluate information and to apply criteria to make prioritised judgements.	E		✓		✓

2. Special Requirements

	Essential	Desirable
• Full driving licence and access to a car for work purposes	X	

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.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Leading People	Sets the standard of leadership for the service				✓
	Provides clear direction and goals for the service				✓
	Takes direct responsibility and is accountable for				✓

	actions				
	Ensures the principles of equality and diversity are embedded in the service				✓
	Recognises and celebrates others' contributions & achievements				✓
	Challenges inappropriate behaviour				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating the Vision	Translates the vision into operational objectives				✓
	Develops long term objectives and strategies for own service area to achieve the vision				✓
	Proactively promotes the vision to others				✓
	Ensures others understand how their role contributes to achieving the vision				✓

		Assessment Method			
Topic	Competencies	App Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Facilitating High Performance and Results	Is committed to continually improving performance of self and others		✓		✓
	Sets ambitious performance targets and priorities for self and others				✓
	Gives regular, constructive feedback on team/individual performance				✓
	Motivates others to achieve and improve performance		✓		✓
	Recognises and celebrates				✓

	success				
	Challenges poor performance appropriately				✓
	Seeks learning opportunities from results				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Maximising Potential	Encourages and develops personal accountability in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services				✓
	Promotes development in self and others				✓
	Supports and trains others in own areas of expertise				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Promotes a culture of open communication				✓
	Communicates effectively, using a variety of styles, with a broad range of people		✓		✓
	Creates and develops		✓		✓

	networking opportunities to influence				
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Understands problem solving is part of the improvement process				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions				✓
	Is able to justify and explain decisions				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working together	Understands partnerships in the context of the "big picture"				✓
	Promotes and contributes to multi-agency partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓

	Identifies the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Promoting a Citizen Centred Culture	Recognises the importance of contributions from the community to setting and achieving continually improving services				✓
	Promotes and develops a continually improving citizen-focused culture within the service				✓
	Contributes to initiatives enabling regular consultation and feedback from citizens 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				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working With	Establishes and continually				✓

Councillors	improves positive and appropriate interaction with all Councillors				
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓
	Abides positively with the protocols relevant to the political relationship				✓
	Is confident to refer enquiries to others when appropriate				✓

Topic	Competencies	Assessment Method			
		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				✓
	Proactively thinks how potential change will affect the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas				✓
	Supports and develops others' ideas				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice				✓