

London Borough of Lambeth

Job Description

Job Title:	Team Manager
Department:	Children
Division:	Children's Social Care
Grade:	PO6
Responsible to:	Service Manager
Responsible for:	Social workers, Business support, Personal advisors (CLA) IROs, CP Chairs, Audit Officers, Service Development (QA)

Main Purpose of the Job

Specific operational and staff responsibilities vary across different service areas (page 3)

- Managing the day to day operational business of the team and a team of social workers responsible for safeguarding and promoting the best interests of children in accordance with the statutory framework.
- Through management of staff and resources ensure that services are delivered in accordance with the Government policy, (keeping up to date with new proposals and initiatives) legislation, council policies and departmental procedures and that these are customer-focused and of the highest possible quality
- Provide leadership to frontline staff in delivering and implementing any future changes in policies, procedure or other developments.
- To support the service senior managers by advising on strategy, policy and future direction of the service, ensuring effective feedback and translation into service delivery. Keep senior management informed of any issues or shortfalls in service providing suitable action plans to address these matters.
- To have lead responsibility for meeting the performance targets of the team and to report these to managers and staff as required
- To manage budgets and expenditure so as to ensure that resources are optimised. in line with eligibility criteria and priority levels as prescribed in assessment and care management policies and procedures, financial regulations, ensuring value for money.
- To provide leadership in ensuring effective working relationships with other parts of Children's Services, the Council Departments (in particular Education, Housing and Adult Social Care), external agencies (Health, police etc) and the third sector.

Principal Accountabilities

1. To be responsible for the team workload and ensuring that the case management of every child for whom they are responsible is in best interest of the child.
2. To ensure the workload of the team is prioritised appropriately and is distributed among social work team members, making best use of their skills and capability and ensuring the safety of each child is paramount.
3. To undertake regular supervision meetings each member of the team, in order to monitor care plans, practice quality and performance, taking remedial action when necessary and to undertake all required staff management responsibilities in line with Council procedures.
4. To ensure communication within the service is maintained including regular team meetings and are held to discuss the business of the team, review its performance and brief team members about corporate and care management issues.
5. To work in partnership with peers across the service and represent the service, with external agencies, including court attendance, ensuring the care planning meets the needs and the safety of the child.
6. To chair case meetings, including reviews, to ensure care plans are in the best interests and safety of the child.
7. To regularly collate and report management information to enable service workloads, activity and quality to be managed effectively.
8. To ensure all actions of team members comply with the Council's policies on diversity, equal opportunities and Health & Safety, leading through role model behaviour.
9. To achieve the agreed performance targets of the service by taking responsibility for co-ordinating, developing, monitoring and evaluating the activities of staff and promote high standards of performance.
10. To manage the team's processing and maintenance of referral, service activity and service user information on all appropriate systems including Mosaic.
11. To ensure that all work is allocated in line with workload management arrangements and be involved in the development and maintenance of recording and monitoring systems related to work allocation, workload, care plans and outcomes.
12. Utilising IT and direct communication, monitor the quality and consistency of social care plans, giving particular attention to race, culture, age and gender appropriateness. Ensure adequate systems and procedures are in place to regularly monitor the number, nature and quality of assessments of social care needs carried out by team members and report on same as required.

Service Areas

Social Work teams (6) – Looked After Children Team

Work with children and young people who are looked after by the Lambeth. The teams work with a number of professionals to ensure that these children have the best possible outcomes and can achieve their full potential, It is important that the children have secure placements and they are clear about what the plans are for them. The teams work with children from the adoption process through to supporting young people once they have left care.

Social Work teams (5) – Fostering and Adoption

Supporting Looked After Children placed in either foster care or adoption. The teams are responsible for the recruitment and training of adoptive and fostering placements, supporting the carers and children in the placement and carrying out the statutory duties in these areas. It is crucial that the child is always kept as the focus of all the work and that we are successfully in recruiting high numbers of outstanding carers for our children

Social Work teams – Referral and Assessment (2 MASH; 5 CAT)

A children's social worker in the Duty and Assessment service responds to new referrals from professionals and members of the public. They will:

- Signpost people to other agencies or complete an assessment of need
- Investigate allegations of neglect, physical, sexual and emotional abuse so that a child or young person is protected from harm.

Emergency Duty Team

Response to enquiries from the public and other professionals after normal office hours: evenings, nights, weekends and bank holidays. Work is with both adults and children experiencing a variety of difficulties including mental health assessments, child protection, housing, admissions to and discharge from hospital.

Social Work team – Children with Disabilities

Targeted specifically at children and young people who have a disability, often with complex and acute needs, connecting with multi-agency teams to deliver holistic services.

Social Work teams (10) – Family Support and Child Protection

Providing service to children and young people who are subject to a Child Protection Plan and, if appropriate, court proceedings. The work is often over several months or longer and involves regular visits to see the child or young person and their parent or carer. This includes working alongside a wide range of professionals to provide advice and support to families.

Quality Assurance – 2 teams

Responsible for ensuring the highest quality of professional practice and outcomes for children and young people. Specialist posts include: Independent Reviewing Officers, Child Protection Chairs, Audit Officers, Coordinators (Missing and child sexual exploitation), Service development Officers as well as a pool of support staff. Includes the LADO responsibility on behalf of Lambeth.

Person Specification

Team Manager

In your written application, you will need to give evidence or examples of your proven experience in each of the criteria marked essential. Evidence of other areas will be sought at interview and/or test (as highlighted).

If you are applying under the two ticks scheme, you will need to give evidence or examples of your proven experience in the areas marked with ✓✓ on the personal specification when you complete the application form.

	Code		Short listing Criteria
Key Knowledge	K1	Diploma in Social Work or equivalent	Application/ ✓✓
	K2	Thorough knowledge of proposed and actual legislation, statutory regulations and Government guidance and standards relevant to children in need	Application/ Interview ✓✓
	K3	Up to date professional and technical expertise in relation to children in need	Interview
Relevant Experience	E1	Significant post qualifying experience of working social care setting with children in need.	Application/ Interview ✓✓
	E2	Experience of managing or supervising in children's social services.	Application/ Interview ✓✓
	E3	Experience of working collaboratively with other services, e.g. Health and service users to deliver a responsive and co-ordinated service.	Interview

Behaviours		<p>Focus on Citizens – Level 3</p> <p>Systematically engages with citizens on a regular basis</p> <ul style="list-style-type: none"> Engages with and listens to citizens and stakeholders on a regular basis in order to understand their needs and concerns Empowers and supports citizens and stakeholders to make informed choices and co-design future services 	<p>Application/ Interview</p> <p>✓✓</p>
		<p>Take Ownership – Level 3</p> <p>Drives continual improvement</p> <ul style="list-style-type: none"> Constantly thinks ‘how could we do this better?’ e.g. doing something faster, more efficiently or to a higher standard Takes calculated risks to deliver better outcomes for service users Shares lessons learned across the Borough 	<p>Application/ Interview</p> <p>✓✓</p>
		<p>Works collaboratively – Level 3</p> <p>Builds partnerships and relationships internally and externally</p> <ul style="list-style-type: none"> Takes the time to get to know others and their perspective Manages relationships and partnerships for the long term – sharing information, building trust, constructively and openly tackling conflict and finding win/win solutions Sets priorities and makes choices based on the wider needs of the Borough or the Community and not just own service area 	<p>Application/ Interview</p> <p>✓✓</p>
		<p>Integrity – Level 3</p> <p>Walks the talk</p> <ul style="list-style-type: none"> Champions the values of the Cooperative Council and own personal values through words and actions Acts as a role model for others Is prepared to admit to having made a mistake 	<p>Application/ Interview</p> <p>✓✓</p>
		<p>Committed to the Borough – Level 2</p> <p>Supports the Borough</p> <ul style="list-style-type: none"> Takes action in own service area to support the vision and goals of the Co-operative Council Gets involved in organisation-wide activities and activities not directly related to own service area 	<p>Interview</p>

		<p>Manages Performance for outcomes – Level 3</p> <p>Set expectations of standards</p> <ul style="list-style-type: none"> • Sets clear expectations about what is acceptable and unacceptable behaviour or standards of work • Addresses conflict between groups or individuals directly constructively and objectively • Share performance improvement learning with the wider organisation 	Interview
		<p>Leads and engages – Level 3</p> <p>Positions themselves as a leader</p> <ul style="list-style-type: none"> • Clearly positions them self as a leader, establishing expected ways of behaving and working and ensuring that these are maintained • Builds leadership credibility by modelling the behaviour expected of others • Demonstrates a clear sense of purpose and commitment to the achievement of team and Cooperative Council goals 	Interview
		<p>Empathy – Level 4</p> <p>Understand underlying issues</p> <ul style="list-style-type: none"> • Displays an in-depth understanding of the ongoing reasons for a person’s behaviour or response to a situation • Is able to see things from someone else’s perspective and challenges own thinking as a result of this 	Interview
		<p>Scans the environment – Level 3</p> <p>Keeps up to speed</p> <ul style="list-style-type: none"> • Keeps up to speed on an ongoing basis with trends, new thinking, demographic and context issues • Uses this understanding to pre-empt issues, spot opportunities or develop innovative solutions 	Interview