

Job Profile: Service Manager (Children in Need – Families Intervention Team)

Job Title: Service Manager – Families Intervention Team
Job Grade: Level 5, Zone 2
Salary Range: £55,832 - £65,350

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we are not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. We are looking for a dynamic Service Manager to be the Borough wide lead officer for our Families Intervention Service.

About the role

The purpose of the Service Manager is to ensure the provision of a comprehensive, high quality and effective social work service to children and families, arising out of the council's duties and powers under legislation, regulations, and government guidance. Leading on the development and implementation of a framework of procedural resources and tools, recording and performance management systems and staff development programmes, to support and ensure a safe and high standard of frontline service delivery and practice.

You will have the opportunity to work with the proven 'Camden Model of Social Work', which Ofsted described as 'a learning culture, well supported by the use of a systemic model of practice'. You will develop under what Ofsted rated 'outstanding leadership and management' where 'the leadership team have formed a dynamic, professionally fertile environment for Social Workers at all levels of experience to engage with children and families'.

We take pride in getting it right first time and you will receive the training and support you deserve to help you deliver for this already first-rate service from day one. If you have the commitment, drive, and ability to deliver high service standards across the borough, then you are the person we are looking for.

About you:

As Service Manager you will lead and manage the team of Social Workers ensuring a quality of work is sustained across the team by providing high quality supervision, management direction, advice, and professional consultation.

You will ensure the professional delivery of established processes to support the organisation. Working closely with colleagues, you will work together to identify areas for improvement, ensuring that support remains appropriate for all service users. As a forward-thinking Council, we expect staff to embrace new technology to support service users, ensuring that the level of support offered is flexible and in line with Camden's ways of working.

You will have previous experience of managing within a Child in Need role and possess highly developed interpersonal skills appropriate to challenge many different circumstances. You will have experience of supervision and managing social workers and be confident in challenging professional at all levels and possess high quality verbal and written communication skills including the ability to give verbal presentations using clear and succinct written material, to be able to produce written reports for delivery to a wide range of professionals.

Example outcomes or objectives that this role will deliver:

- Ensuring the content, quality and accuracy of safeguarding and social work policy, procedure, and practice guidance are adhered to across the department.
- Taking a strategic and developmental role in monitoring implementation and the correct interpretation of statutory requirements and supporting staff to ensure compliance.
- Develop, implement, and manage systems for creating, maintaining, and reviewing policies, protocols, procedures, and practice guidance within the department and ensure that operational staff have a coherent collection of these that are relevant to their work, and which enable them to meet statutory and policy requirements.
- Anticipate and identify the implications of government policy and legislation and maintain an awareness of trends, good practice, and innovation in social work policy to develop new approaches and quality initiatives to improve service delivery.
- Provide efficient leadership across service area, adapting style to reflect the diverse needs of the team. Role modelling the use of coaching behaviours in performance conversations to identify goals, wellbeing, and development needs.
- Thorough understanding of the legislative framework that directly affects the strategic development and provision of service to Children in Need, with a detailed knowledge of the regulations and guidance applicable to Children in Need/Children on a Child Protection Plan.
- Achieve the efficient and effective delivery of services through the management of people, taking responsibility for the formal operation of the County Council's policies and procedures on HR and related matters, e.g., recruitment, grievance, disciplinary, etc.
- Responsible for leading, developing and ensuring high quality supervision, and support for all team members, ensuring they feel well supported, trained, and motivated to perform in their role, and undertake their responsibilities in line with operational needs and HR policies and procedures.
- To take responsibility for own performance and development to establish goals, commitments and strategies for improved productivity and accomplishment.

About you

Qualifications:

- Fully qualified, accredited social work professional status
- 5 years' experience of managing Children in Need services
- Leadership/Management Qualification (e.g., ILM Level 4 or 5)

Technical Knowledge & Experience:

- Detailed knowledge of policies, statutory regulations and guidance relating to children's safeguarding and child protection
- A track record of innovative and different delivery mechanisms, whilst focused on safeguarding children.
- A comprehensive understanding of the complexities of risk as it applies to children and safeguarding.
- An ability to deliver and develop the service whilst maintaining the safeguarding of children at the heart of what is achieved.
- Experience in managing social workers and their professional development.
- Good understanding of the principles of budget management and control.
- Ability to take lead responsibility for specific service developments, and to manage change and develop new services, where necessary, with partner agencies.
- Ability to develop and maintain effective partnership arrangements both internal and external to the service.
- Strong negotiation and influencing skills and ability to deal with conflict, hostility, and vulnerability, and confident in willing to challenge traditional assumptions and provide evidence to support change and drive forward improved ways of working.
- Effective written/verbal communication/presentational skills.

- IT literate and experience in analysing written and statistical data, enabling you to prepare and present reports to a wide range of professionals.
- Personal drive and tenacity to motivate, empower and support individuals and teams to achieve their full potential.
- Extensive case management experience of cases with complex, professional, and ethical issues including child protection, court proceedings, case conferences, and other formal processes.
- A track record of innovative and different delivery mechanisms, whilst focused on safeguarding children.
- Experience in working with vulnerable children, young people, and their families in the field of social care or other field related to social deprivation.
- Experience of working positively with staff from other agencies and an understanding of and an ability work with different cultures, expectations, and priorities.
- Experience of managing teams in the delivery of a range of intervention and support services to vulnerable children and young people.
- Experience of the selection, recruitment, and training.
- Experience of strategic and operational planning and leading implementation of programmes of change.
- Ability to manage and motivate teams of specialist staff and create a culture of best practice and development.
- A commitment to equal opportunities and anti-discriminatory practice

Work Environment:

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. The base will be in Pancras Square, and other locations within Camden as specified by the Head of Service

People Management Responsibilities:

Social Workers, and any other social care professionals based in the Families Intervention services.

Direct Reports:

- Service Coordinator x 1 FTE
- Team Managers x 3 to 4 FTE

Relationships:

Head of Children in Need, Service Managers for FIT and MASH, and other related partner agencies, including Health, Education, Police, and SEND.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,