

Job Profile Service Manager, Children and Young People's Disability Service

Job Title: Service Manager CYPDS

Job Grade: Level 5, Zone 2

Salary Range: £58,184 - £67,886

About Camden

'Camden' is building a vibrant environment where everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy, we are home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. By becoming part of the Camden team, you can help us create a better future for us all. We are currently seeking a dynamic Service Manager for our Children and Young People's Disability Service to help deliver positive outcomes for children and young people.

About the team/service

The Children and Young People with Disability Service (CYPDS) 0-25 is a statutory social work and safeguarding service. CYPDS works in an integrated way with Children's Health services, as part of MOSAIC the integrated service for disabled children and young people who have complex developmental needs and with CLDS service. CYPDS delivers a lifelong integrated pathway into adulthood and follows the principles of Camden Social Work model.

Role Purpose

- To take operational management responsibility for the Children and Young People's Disability Service ensuring delivery of high quality, inclusive services, responsive to the needs of service users and the wider community and that address the safeguarding needs of children and young people in Camden:
 - Maintenance of high service and professional standards;
 - Effective management of resources;
 - Delivery in line with Council, Directorate and Service strategies, plans and policies; and
 - Compliance with relevant legislation, as well as good practice standards set down by the Council.

- To participate as a member of the Children's Safeguarding and Social Work management team and contribute to the service's strategic planning and policy and practice development.
- To contribute to planning and policy and practice development for disabled children and young people, their families and Children's Safeguarding & Social Work on behalf of the service, directorate and the division.
- To deputise for the Head of Service for the Children and Young People's Service, as required.
- To provide management cover for other Service Managers and other management roles in the service as and when required

Example outcomes or objectives that this role will deliver:

- As the Service Manager for Children and Young People's Service you will take responsibility for the day to day running and management of the Children and Young People's Service.
- Contribute towards the planning, implementation and evaluation of the work of the Children and Young People's Service in line with aims and objectives of Camden's Children services policies, legislation, the Service Plan and other relevant strategies and plans.
- Manage the Children and Young People's Service provision, through service-specific policy, procedures, and practice (in line with Council policy and procedures), through ensuring effective application of all relevant standards (national and local), through the effective deployment and allocation of resources (human, physical and financial) and through the management of a team of managers and support staff.
- Manage the Children and Young People's Service staff, ensuring compliance with HR policies and procedures and all relevant standards for supervision and casework management (national and local).
- Contribute to the development of the Children and Young People's Service and inform relevant strategies and plans in response to changing demographics, legislation, national policy, local strategies and plans and to the views of the community and stakeholders, particularly disabled children and young people and their parents and carers.
- Contribute towards effective communication to a range of audiences, internal and external, users and potential users, as well as the wider community and stakeholders, and represent the Children and Young People's Service, in a range of contexts.
- Work in partnership with statutory and other agencies to meet the needs of families in compliance with integrated working standards.
- Promote equality and anti-discriminatory practice and recognise the importance of equality issues for both staff and service users.

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| <p>Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties</p> |
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People Management Responsibilities:

- To support and empower others to develop their confidence and skills to provide professional opinion.
- To provide regular supervision and line management to Children and Young People's Service Team Managers
- To work with Service Managers from other services to ensure adequate care planning for disabled children and young people and their families, across Children and Adults services and adequate transition planning into adulthood
- To ensure that progression into adulthood work starts at the age of 14 and ensure that planning is achieved by the age of 18
- To address and oversee performance management issues that arise, supporting people to positively resolve difficulties where possible, taking action with HR/ the regulator where necessary.
- To apply the requirements of the Standards for Employers of Social Workers
- To allocate, monitor and supervise the work of a social care teams (social workers and short breaks practitioners) using any agreed workload management systems.
- To ensure that all records required by the Department are kept up to date, including monitoring of attendance and sickness records and to evoke Departmental procedures where necessary.
- To contribute to the identification, planning and meeting of staff development needs informed by the Professional Capabilities Framework (PCF)
- To promote positive approaches to diversity and identity, providing guidance and challenge.
- To prepare reports for OFSTED and the executive side of the local authority on the management and outcomes of the service.

Qualifications

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS)
- Current registration with Social work England
- Satisfactory enhanced DBS check
- Leadership/Management Qualification desirable

Work Environment:

- The job is primarily office based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex and high risk problems or issues. The post holder will be required to work evening and weekends from time to time.

Technical Knowledge and Experience:

- Detailed knowledge of policies, statutory regulations and guidance relating to children's safeguarding and child protection; adults legislation and adults safeguarding desirable
- Excellent knowledge of Quality Assurance and Performance Management frameworks
- Able to demonstrate a good level of knowledge specific to the area of practice in which this post is based.

- A track record of innovative and different delivery mechanisms, whilst focused on safeguarding children, and young adults if possible
- A comprehensive understanding of the complexities of risk as it applies to disabled children, young people and safeguarding.
- An ability to deliver and develop the service whilst maintaining the safeguarding of disabled children at the heart of what is achieved.
- Knowledge on 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.
- Ability 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.
- Ability to make appropriate assessments, plan interventions, have knowledge of resources, make care plans including review and evaluation.
- Strong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerability.
- 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
- Ability to analyse written and statistical data, prepare and present reports
- Able to work flexibly and creatively
- Personal drive and tenacity to motivate, empower and support individuals and teams to achieve
- Extensive case management experience of cases with complex, professional, and ethical issues including child protection, court proceedings, case conferences, and other formal processes including transition into adulthood is desirable
- A track record of innovative and different delivery mechanisms, whilst focused on safeguarding children and young people.
Experience in working with vulnerable disabled children, young people and their families in the field of social care or other filed related to social deprivation
- Sound financial management experience with the ability to analyse services in terms of unit costs, value for money and market context
- 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, training and supervision of staff
- Experience of strategic and operational planning and leading implementation of programmes of change

People Management

- Team Manager x 4 FTE or 5 FTE
- Service Coordinator x 1 FTE

Relationships:

- To model the appropriate use of authority across a range of situations, supporting others to understand and work with the authority inherent in their positions
- To develop and maintain effective working relationships with internal and external partners including but not limited to SEND service, Children Services including Early Help, Adults social care services , CLDS, Children's Health services, QA service and Commissioning
- To model effective engagement with a wide range of people in challenging situations, and support others to develop and maintain effective engagement, including in situations of hostility and risk
- To promote a culture which supports empathetic compassionate relationships with other professionals, people who use services, and those who care for them.
- To keep up to date with professional developments and debates, especially in regard to the specialist group(s) identified in practice
- To work in a flexible manner, undertaking such duties as may be required according to the needs of the service as directed by the appropriate principal officer or senior manager.
- You will report to the Head of Service for Children and Young People's Service

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.