

**Service Manager – Care Experienced Service**

**Salary Range:** £55,832 - £65,350

**Grade:** Level 5 Zone 2

**Location:** 5 Pancras Square, N1C 4AG

**Reports to:** Brenda Amisi-Hutchinson



# About the role

*To take operational management responsibility for the Care Experienced 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 Care Experienced and Children's Safeguarding & Social Work on behalf of the service, directorate and the division. Also to deputise for the Head of Service of Corporate Parenting and to provide management cover for all other service managers and other management roles in the service as and when required.*

*As a Service Manager for Care Experienced Young People you will take joint responsibility for the day to day running and management of the care experienced service. Delivering good outcomes for Unaccompanied and Separated Children in processes such as age assessments, Human Rights Act assessments and have a good understanding of their immigration application progress.*

*You will Contribute towards the planning, implementation and evaluation of the work of the Care Experienced Young People in line with aims and objectives of Camden's Children and Young People's Plan, the Service Plan and other relevant strategies and plans.*

*Manage the Care Experienced section's 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 Care Experienced 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 Care Experienced team 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 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 Care Experienced team, 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.*

# About you

## Qualifications

- Fully qualified, accredited social work professional status (CQSW, Dip SW, BSc/MSc BA/MA)
- Current registration with the Health and Care Professionals Council
- Satisfactory enhanced DBS check
- Leadership/Management Qualification (e.g., ILM Level 4 or 5)

## Experience

- Detailed knowledge of policies, statutory regulations and guidance relating to children's safeguarding and child protection
- 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. Having 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. Therefore, knowledge on managing social workers and their professional development. Therefore, experience of the selection, recruitment, training and supervision of staff.
- Good understanding of the principles of budget management and control. Having a sound financial management experience with the ability to analyse services in terms of unit costs, value for money and market context
- Ability to take lead responsibility for specific service developments; manage change and develop new services, where necessary, with partner agencies. Having the 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
- Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences, pathway planning, 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 filed related to social deprivation
- Experience of managing teams in the delivery of a range of intervention and support services to vulnerable children and young people.

# The things you'll achieve

- You will model the appropriate use of authority across a range of situations, supporting others to understand and work with the authority inherent in their positions
- Develop and maintain effective working relationships with internal and external partners including but not limited to Virtual School for Looked After Children, CLA Health, CLA CAMHS, IRO Service, YOS, etc.
- 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
- Promote a culture which supports empathetic compassionate relationships with other professionals, people who use services, and those who care for them.
- Will be up to date with professional developments and debates, especially in regard to the specialist group(s) identified in practice (e.g., UASC).

You will be working 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.

## Other important stuff...

### People management

- Team Manager x 2 FTE
- UASC Project Manager x 1 FTE

### 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.

### Who you will be working with

You'll be joining a wonderful team of Social Workers, Personal Assistants and reporting to Brenda Amisi-Hutchinson Head of Service, Corporate Parenting. You'll also work closely with colleagues in the Children Looked After, the Family and Friends Teams and occasionally staff from across the organisation.

### The application process

We will be look at you application and shortlist you for an interview. The Interview Panel will consist of the Head of Service and two other panel members.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## 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.

## Asking for Adjustments

Camden is committed to making our recruitment practices 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](mailto:resourcing@camden.gov.uk)

