

Job Capsule Supplementary Information: Team Manager CIN

This supplementary information for Team manager in The Family Intervention Service is for guidance and must be used in conjunction with the Job Capsule for

Job Family Social Care... Job Zone ...5..... Level ...1.....

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To manage and co-ordinate the work of a social work team, making appropriate use of resources to ensure the provision of a high quality, comprehensive and effective service to children and families arising out of the Council's duties and powers under legislation and regulations, Council and Departmental policies and procedures.

The ideal candidate will have a proven track record of successful management and leadership of a social work team or other relevant management experience. You will take on the responsibility of ensuring the team is appropriately resourced, managed and supported. You will have excellent leadership skills and a high level of knowledge, skill and expertise in Leaving Care and Social Work

Key Requirements

1. Have strategic overview and management of the allocation of work in the team, with a clear focus on embedding the Camden model of Social Work to develop and embed systemic thinking and way of working, to deliver good quality social work practice and partnership working thereby effecting improved outcomes for children and families.
2. An ability to provide leadership, line management and robust performance management to individuals and team to successfully coach, develop and motivate staff to continually drive improved performance and enhance service delivery.
3. Manage, motivate and develop staff, identifying individual and collective training needs and setting training objectives in conjunction with learning and development colleagues to co-ordinate the overall development of the team.

4. Ensure the maintenance of confidential and accurate records, making use of management information systems in the recording, retrieval and analysis of information as required by the department in order to ensure statutory and practice requirements are met. Provide supervision and support to senior practitioners and social workers to ensure the appropriate management of statutory work and development of high quality standards and practice
5. Hold, manage and be responsible for such budgets as may be delegated, approving and authorising expenditure relative to the need/service requirements and ensuring packages of care are reviewed regularly.
6. Within agreed departmental priorities develop and identify resources required to meet the needs of vulnerable children and families, based on identified assessed need, taking into account departmental policies and procedures; ensuring staff take responsibility and are imaginative in their approach towards the purchasing and commissioning of services, seeking alternative funding where possible.

**Example outcomes or objectives that this role will deliver:
(Innovation (decision making and creativity))**

There is also a requirement to represent the team internally and externally and deputise for the Service Manager at meetings as required.

Key contacts are likely to include:

- Service users, carers and other members of the public
- Community/Interest groups
- All appropriate statutory and independent agencies
- Other Council departments

Approx. six to eight key statements)

People Management Responsibilities:

(Number of reports, nature of management responsibility)

- Ability to provide leadership, line management and robust performance management to individuals and teams to successfully coach, develop and motivate colleagues and students;
- Commitment to delivering high quality, cost effective services and ability to develop appropriate performance indicators and undertake contract management;

- Understanding of role in multi-disciplinary setting with ability to develop and deliver services effectively focussing on internal and external customers, being innovative and creative, open to ideas and challenge and committed to individual learning and development;
- Ability to assess need, develop, implement and manage a service plan and integrate budget planning.
- Ability to build and maintain effective working relationships at all levels internally and externally in order to influence and get things done;
- Collaborative approach demonstrating mutual trust and support, within the council and with partners facilitating integrated working;
- Strong negotiation and influencing skills and ability to deal with conflict, hostility and vulnerability;
- Ability to make appropriate assessments, plan interventions, have knowledge of resources, make care plans including review and evaluation;
- Ability to take responsibility for own work consistently achieving and delivering to time, and quality despite tight timescales and conflicting priorities;
- Ability to undertake research and work with other staff in the discussion of practice issues and policy development to improve services;
- IT literate with excellent written and verbal communication skills, including ability to produce complex reports and letters and present views in a clear manner;
- Effective financial and budget management skills;
- Able to establish positive and effective working relationships with children, young people and families to ascertain their wishes and engage feelings them in decision making processes.

Communications and working relationships

The post holder holds responsibility within their team for the development and implementation of appropriate services and professional standards to meet the needs of all client groups in a multi-racial inner-city environment.

The post holder will be required to promote integrated working, liaising with various teams and services both internally and externally. This will include negotiating and influencing outcomes, engaging and involving users and carers in reviews and liaising with other workers and agencies as appropriate. The outcome of these interactions will have a significant impact on the service provided to children and families

Work Environment:

(Describe the work environment e.g. office based, outdoors etc.)

The post holder will be required to work as part of a team providing appropriate social work services to service users within an allocation and workload management system this will include participating in the office duty system as required.

A key responsibility of this role is to provide maximum availability and support to the team. This involves regular direct work, joint working and reflective sessions. There is an expectation that post holders will work in a flexible manner, undertaking such other duties as may be required according to the needs of the service as directed by the Departmental Senior Management.

This post will be managed by and receive supervision from the immediate line manager, including an annual review of performance

Technical Knowledge and Experience:

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

- You will need a relevant Social Work Qualification and be HCPC registered. Sound knowledge of the Children Act 1989 and other legislation governing work with children and families is required
- Ability to lead, motivate staff and drive performance within a Team Management and Supervisory experience in social work
- Strong written and verbal communication skills with a diverse range of professionals. Assertive, with good interpersonal skills
- Analytical skills and budget skills. Strategic and project management experience. Experience of safeguarding, care proceedings and court work
- IT skills in recording and maintaining data and record information system

Experience

- Substantial post-qualifying experience of working with children and families in a multi-cultural, inner-city community, including:
 - undertaking complex assessments of a child's needs and/or risk;
 - designing and implementing care/protection plans;
 - monitoring and reviewing such plans over a period of time.
- Demonstrable experience of staff management, training, service practice development;
- Experience of student supervision or providing professional supervision to qualified staff, including case consultation and case reviews;
- Experience of working closely in partnership with internal and external stakeholders and across agencies to deliver successful outcomes.

Additional Information

This role is subject to an Enhanced CRB

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

- Ability to work strategically across services and with partner agencies to ensure sufficient and effective service provision that meets the needs of vulnerable children and families
- Have extensive knowledge of the social, economic and political agenda both locally and nationally and consider the impact and influence to creatively drive and improve Social work practice

•Work as one team

- Ability to influence and sustain good relationships, alliances and networks by establishing shared goals across partnerships to provide high quality social work with children and their families.
- Encourage high quality reflective social work practice that develops and sustains collaborative working.

•Take pride in getting it right

- An ability to instill integrity in the team, demonstrating leadership behaviors that model expectations of staff to make all effort to get it right first time.
- Skilled in monitoring performance and using performance data to drive improvement, measure success and ensure good outcomes for children and families.

•Find better ways

- Champion a learning culture that facilitates robust social work practice and enables career development and progression.
- Identification of the barriers that prevents the delivery of the right service provision and create opportunities for staff to generate ideas and problem solve.

•Take personal responsibility

- Engagement in a coaching style of management that allows for the recognition of issues from multiple perspectives and facilitates staff empowerment.
- Provision of critical challenge and reflection that inspires and empowers staff to take responsibility undertaking risk analysis and good decision making.

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>