

Job Capsule Supplementary Information: Service Manager - Care Provisions

This supplementary information for Service Manager - Care Provisions is for guidance for Job Level 5 Zone 2

Camden Way Category 4

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 take operational management responsibility for the Care Provisions 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 Care Provisions and Looked After Children, Care Leavers and Children's Safeguarding & Social Work on behalf of the service, directorate and the division.
- To deputise for the Head of Service for Care Provisions and Looked After Children, Care Leavers, as required.
- To provide management cover for other service manager and other management roles in the service as needed

Example outcomes or objectives that this role will deliver:

- As part of a team of two Service Managers (Care Provisions, Looked After Children and Care Leavers) take responsibility for the day to day running and management of the fostering, permanence and resources teams, covering:
 - Provide permanence consultation and support to CSSW

- Kinship carers assessment and support work, including court work
 - Long term fostering assessments, placements and matches
 - Working with the Regional Adoption Agency in North London – Adopt North London
 - Residential placements (in house commissioned provision) and Private and Voluntary fostering placements and secure.
 - Assessment placements (mother and baby assessment centres)
 - Pathway provisions
- Contribute towards the planning, implementation and evaluation of the work of the Care Provisions section, in line with aims and objectives of Camden's Children and Young People's Plan, the Service Plan, the sufficiency plan and other relevant strategies and plans.
 - Manage the Care Provisions section, 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 Provisions section 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 Provisions section 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 Provision Service and/or Looked After Children 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.

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

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 three Care Provision Service Team Managers
- 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 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.

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 Virtual School for Looked After Children, LAC Health, LAC CAMHS, IRO Service, North London Fostering and Permanence Consortium etc.
- 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 and legislation.

- 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.

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:

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS)
- Current registration with the Health and Care Professionals Council
- Satisfactory enhanced DBS check
- Leadership/Management Qualification (e.g., ILM Level 4 or 5)
- 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.
- 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.
- 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, 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 field 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 to 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

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
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on Camden, please visit by clicking [HERE](#)