

# London Borough of Lambeth

## Job Description

**Job Title:** Team Manager  
**Department:** Children  
**Division:** Children's Social Care  
**Grade:** PO6  
**Responsible to:** Service Manager  
**Responsible for:** Social workers and Personal  
Advisors

### Main Purpose of the Job

Specific operational and staff responsibilities vary across different service areas (page 3)

Managing the day to day operational business of the team and a team of social workers responsible for safeguarding and promoting the best interests of children in accordance with the statutory framework.

Through management of staff and resources ensure that services are delivered in accordance with the Government policy, (keeping up to date with new proposals and initiatives) legislation, council policies and departmental procedures and that these are customer-focused and of the highest possible quality

Provide leadership to frontline staff in delivering and implementing any future changes in policies, procedure or other developments.

To support the service senior managers by advising on strategy, policy and future direction of the service, ensuring effective feedback and translation into service delivery. Keep senior management informed of any issues or shortfalls in service providing suitable action plans to address these matters.

To have lead responsibility for meeting the performance targets of the team and to report these to managers and staff as required

To manage budgets and expenditure so as to ensure that resources are optimised. in line with eligibility criteria and priority levels as prescribed in assessment and care management policies and procedures, financial regulations, ensuring value for money.

To provide leadership in ensuring effective working relationships with other parts of Children's Services, the Council Departments (in particular Education, Housing and Adult Social Care), external agencies (Health, police etc) and the third sector.

## Principal Accountabilities

1. To be responsible for the team workload and ensuring that the case management of every child for whom they are responsible is in best interest of the child.
2. To ensure the workload of the team is prioritised appropriately and is distributed among social work team members, making best use of their skills and capability and ensuring the safety of each child is paramount.
3. To undertake regular supervision meetings each member of the team, in order to monitor care plans, practice quality and performance, taking remedial action when necessary and to undertake all required staff management responsibilities in line with Council procedures.
4. To ensure communication within the service is maintained including regular team meetings and are held to discuss the business of the team, review its performance and brief team members about corporate and care management issues.
5. To work in partnership with peers across the service and represent the service, with external agencies, including court attendance, ensuring the care planning meets the needs and the safety of the child.
6. To chair case meetings, including reviews, to ensure care plans are in the best interests and safety of the child.
7. To regularly collate and report management information to enable service workloads, activity and quality to be managed effectively.
8. To ensure all actions of team members comply with the Council's policies on diversity, equal opportunities and Health & Safety, leading through role model behaviour.
9. To achieve the agreed performance targets of the service by taking responsibility for co-ordinating, developing, monitoring and evaluating the activities of staff and promote high standards of performance.
10. To manage the team's processing and maintenance of referral, service activity and service user information on all appropriate systems including Mosaic.
11. To ensure that all work is allocated in line with workload management arrangements and be involved in the development and maintenance of recording and monitoring systems related to work allocation, workload, care plans and outcomes.
12. Utilising IT and direct communication, monitor the quality and consistency of social care plans, giving particular attention to race, culture, age and gender appropriateness. Ensure adequate systems and procedures are in place to regularly monitor the number, nature and quality of assessments of social care needs carried out by team members and report on same as required.
13. To manage any performance, sickness or conduct related concerns regarding team members in line with HR procedures and Council policies
14. To conduct regular case audits as requested and in support of the Quality Assurance team.

## **Service Areas**

### **Social Work teams (8) – Looked After Children and Leaving Care teams**

Work with children and young people who are looked after by the Lambeth. The teams work with a number of professionals to ensure that these children have the best possible outcomes and can achieve their full potential, It is important that the children have secure placements and they are clear about what the plans are for them. The teams work with children from the adoption process through to supporting young people once they have left care.

### **Social Work teams (4) – Fostering and Adoption**

Supporting Looked After Children placed in either foster care or adoption. The teams are responsible for the recruitment and training of adoptive and fostering placements, supporting the carers and children in the placement and carrying out the statutory duties in these areas. It is crucial that the child is always kept as the focus of all the work and that we are successfully in recruiting high numbers of outstanding carers for our children

### **Social Work teams – Referral and Assessment (2 IRH; 5 CAT)**

A children's social worker in the Duty and Assessment service responds to new referrals from professionals and members of the public. They will:

- Signpost people to other agencies or complete an assessment of need

- Investigate allegations of neglect, physical, sexual and emotional abuse so that a child or young person is protected from harm.

### **Emergency Duty Team**

Response to enquiries from the public and other professionals after normal office hours: evenings, nights, weekends and bank holidays. Work is with both adults and children experiencing a variety of difficulties including mental health assessments, child protection, housing, admissions to and discharge from hospital.

### **Social Work teams (2) Children with Disabilities**

Targeted specifically at children and young people who have a disability, often with complex and acute needs, connecting with multi-agency teams to deliver holistic services.

### **Social Work teams (9) – Family Support and Child Protection**

Providing service to children and young people who are subject to a Child Protection Plan and, if appropriate, court proceedings. The work is often over several months or longer and involves regular visits to see the child or young person and their parent or carer. This includes working alongside a wide range of professionals to provide advice and support to families.

### **Quality Assurance – 2 teams**

Responsible for ensuring the highest quality of professional practice and outcomes for children and young people. Specialist posts include: Independent Reviewing Officers, Child Protection Chairs, Audit Officers, Coordinators (Missing and child sexual exploitation), Service development Officers as well as a pool of support staff. Includes the LADO responsibility on behalf of Lambeth.

## Person Specification

### Team Manager

In your written application, you will need to give evidence or examples of your proven experience in each of the criteria marked essential. Evidence of other areas will be sought at interview and/or test (as highlighted).

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with ✓ on the personal specification when you complete the application form.

	Code		Short listing Criteria
<b>Key Knowledge</b>	<b>K1</b>	Diploma in Social Work or equivalent	A ✓
	<b>K2</b>	Thorough knowledge of proposed and actual legislation, statutory regulations and Government guidance and standards relevant to children in need	A ✓
	<b>K3</b>	Up to date professional and technical expertise in relation to children in need	
<b>Relevant Experience</b>	<b>E1</b>	Significant post qualifying experience of working social care setting with children in need.	A ✓
	<b>E2</b>	Experience of managing or supervising in children's social services.	A ✓
	<b>E3</b>	Experience of working collaboratively with other services, e.g. Health and service users to deliver a responsive and co-ordinated service.	

<p><b>Behaviours</b></p>		<p><b>Focuses on People</b> is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Establishes and maintains effective working relationships with key partners</li> <li>• Manager ensure that the social work practice within their team is shaped by the views of family members and stakeholders</li> </ul> <p>Modelling good professional behaviours and treating people with professionalism and warmth</p>	
		<p><b>Takes Ownership</b> is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the Council's objectives, and furthering our professional development.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Managers ensure that supervision processes, including group supervision, is embedded as a process for reflection</li> <li>• Maximises one to one supervision</li> <li>• Managers recognise their own aspects of strength and learning need and take an active response towards personal development</li> <li>• Managers understand the development needs and aspirations of their team members and promote growth through rigorous personal development plans</li> <li>• Managers take responsibility for team budgets</li> <li>• Demonstrate leadership behaviours which lead on achieving Council objectives</li> </ul>	
		<p><b>Works Collaboratively</b> is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Model an approach to collaborative working with others within the organization</li> <li>• Recognise their role to mediate and help find satisfactory outcomes for all where complaints arise</li> <li>• Work with other teams to facilitate overall functioning of the service e.g. case transfers</li> </ul>	

		<p><b>Communicates Effectively</b> is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Acts as a representative of Children's Social Work and Lambeth Council within professional forums, demonstrating behaviours and values aligned with Heart of Practice and corporate vision</li> <li>• Understand their role in communicating to their team information about children's services and the wider organisation's strategy and priorities</li> </ul>	
		<p><b>Focuses on Results</b> is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.</p> <p>In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> <li>• Managers attend to key performance indicators as part of their approach to ensuring a good service for children and families</li> <li>• Managers demonstrate their understanding of the resource, experience and potential within their team and that this understanding informs how they distribute work</li> <li>• Has effective mechanisms and approaches for challenging poor performance and promoting exemplar practice</li> </ul>	