

London Borough of Lambeth

Job Description

Job Title: Team Manager – Independent Reviewing Service
Department: Children
Division: Children’s Social Care
Grade: PO7
Responsible to: Service Manager
Responsible for: Child Protection Conference Chairs and Independent Reviewing Officers and Participation officers

Main Purpose of the Job

This is a key lead operational role which is responsible for the strategic overview and excellent delivery of the Child Protection Conference Chairs and the Independent Reviewing Officers. Through management of staff and resources ensure that the service is delivered in accordance with government policies while being responsible for ensuring the highest quality of professional practice and outcomes for children and young people. 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.
- To effectively exercise the QA function in identifying gaps in service provision and producing reports to senior management with recommendations.
- To manage the participation and advocacy officers to ensure children on child protection plans, children looked after and care leavers have access to independent advice and support.

- Producing regular reports on the quality and effectiveness of SW practice through information collated through the work of CP chairs and IROs.
- To manage staff at functional team manager level (manage CP/IROS) who require team manager experience

Principal Accountabilities

1. To ensure that the authority meet statutory responsibilities around coordination and timeliness of child protection conferences and child looked after reviews.
2. That systems are in place to effectively challenge and hold the authority to account when statutory duties are not being met.
3. To effectively communicate with service users and consult and involve them in service modernisation; developing innovative and effective approaches to the participation of children and young people and their families
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5. To ensure learnings/finding from the QA service are being disseminated throughout SW teams.
6. 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.
7. To be responsible for the participation service and overseeing the delivery of advocacy services for children on CP plans and CLA/Care leavers, including Visions of Success.
8. 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.
9. 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.
10. 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.
11. 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.
12. To chair case meetings, including reviews, to ensure care plans are in the best interests and safety of the child.
13. To regularly collate and report management information to enable service workloads, activity and quality to be managed effectively.

14. 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.
15. 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.
16. To contribute to overall quality assurance and to be responsible for quality assurance in own service, including the use of audits, service user feedback and consultation
17. Secure sustainable partnership arrangements with key partners, particularly health, schools, colleges and the voluntary sector, and other Boroughs, ensuring the care planning meets the needs and the safety of the child and where these add value to the work of the service in seeking to improve outcomes for children and young people.
18. To seek ways to develop the multi agency services provided so that they model best practice and ensure the safe care of children and young people. To take part in the multi-agency strategic and operational planning process and to jointly manage services with key partners where appropriate and agreed
19. To ensure Safeguarding services across the Borough work effectively and collaboratively to achieve excellence against all national and locally set targets and to chair and participate in panels as required
20. To provide professional Social Care expertise on matters of complex social work practice, policies and procedures where necessary, including emergency planning. To take responsibility for key risk decisions that are in the interests of the safety of individual children and young people and to effectively manage those risks.
21. To manage the team's processing and maintenance of referral, service activity and service user information on all appropriate systems including Mosaic.
22. 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.
23. 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.

Person Specification

Team Manager Independent Reviewing Service (PO7)

<p>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).</p> <p>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.</p>			Shortlisting Criteria
Qualification	Q1	Diploma in Social Work or equivalent	A✓
Key Knowledge	K1	Extensive knowledge of proposed and actual legislation, statutory regulations and Government guidance and standards relevant to children's services	A✓
	K2	Though rough and up to date professional and technical expertise in relation to children's services	
	K3	Ability to gather, analyse and review complex and/or contradictory information quickly and effectively, using it to reach informed decisions to determine and plan interventions and decide a course of action.	
Relevant Experience	E1	Significant post qualifying experience of working social care setting with children in need.	A✓
	E2	Experience of managing or supervising in children's Social services.	A✓
	E3	Experience of working collaboratively with other services, e.g. Health and service users to deliver a responsive and co-ordinated service.	
	E4	Experience of communicating to a variety of audiences, including the production of complex reports.	

Behaviours	<p>Focuses on People 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"> • Establishes and maintains effective working relationships with key partners • Manager ensure that the social work practice within their team is shaped by the views of family members and stakeholders <p>Modelling good professional behaviours and treating people with professionalism and warmth</p>	
	<p>Takes Ownership 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. In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> • Managers ensure that supervision processes, including group supervision, is embedded as a process for reflection • Maximises one to one supervision • Managers recognise their own aspects of strength and learning need and take an active response towards personal development • Managers understand the development needs and aspirations of their team members and promote growth through rigorous personal development plans • Managers take responsibility for team budgets • Demonstrate leadership behaviours which lead on achieving Council objectives 	
	<p>Works Collaboratively 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. In Children's Services, key behaviours are:</p> <ul style="list-style-type: none"> • Model an approach to collaborative working with others within the organization • Recognise their role to mediate and help find satisfactory outcomes for all where complaints arise • Work with other teams to facilitate overall functioning of the service e.g. case transfers 	

	<p>Communicates Effectively 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"> • 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 • Understand their role in communicating to their team information about children's services and the wider organisation's strategy and priorities 	
	<p>Focuses on Results 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"> • Managers attend to key performance indicators as part of their approach to ensuring a good service for children and families • Managers demonstrate their understanding of the resource, experience and potential within their team and that this understanding informs how they distribute work • Has effective mechanisms and approaches for challenging poor performance and promoting exemplar practice 	