



**LONDON BOROUGH OF MERTON**  
**CHILDREN, SCHOOL'S and FAMILIES DEPARTMENT**  
**JOB DESCRIPTION**

**Post Title: Deputy Service Manager - Social Work Intervention Services**

**Grade: MGC**

**Division/Section: Children's Social Care & Youth Inclusion**

**Location: Civic Centre**

**Responsible to: Service Manager**

**Responsible for: All central teams in absence of Service Manager and personal team of Social Workers; Frontline Consultant Practitioner and 4 Frontline Participants; liaison with partner agencies**

**Post number:**

**Date: July 2015**

**Overall Purpose of the Job**

The Deputy Service Manager will manage a central social work team and in addition will be the named deputy for the Service Manager, deputising in their absence and ensuring the effective oversight of all teams. In addition they will take a lead role in one or more strategic issues such as management of complaints, development of Frontline and will also lead on liaison with a particular partner agency e.g. Health/Youth justice. They will ensure their development and day-to-day operational delivery, working with colleagues and partner agencies to achieve the objectives of the service, to fulfil quality assurance standards and targets, and to monitor performance.

The postholder will deputise for the Service Manager in his/her absence including providing consultancy and supervision to the 3 team managers and social work practitioners in the central teams..

This Team Manager will manage and supervise a team of social workers for one of the Safeguarding and Care Planning Teams. In addition to this, the post holder will also be responsible for managing the Frontline Consultant and 4 Frontline

Participants as part of a Frontline National initiative, including representing the Local Authority at various external meetings

The post holder will take the strategic lead on improving work standards and practice development across the Service, including development of auditing processes and links with the Quality Assurance team.

## **Main Duties and Responsibilities**

- Strategic lead on specific issues as allocated by AD CSC & YI
- Strategic lead with allocated partners
- Strategic lead Frontline
- Deputy Service Manager in absence of the service manager in the absence of the service manager including supervision of team managers and wider consultancy to the 3 other teams.
- Ensure vulnerable children and their families and/or carers, receive a high quality and responsive service as set out by the London Borough of Merton's policies and procedures and enshrined in the Children Act 1989 and 2004 and other relevant legislation relating to Every Child Matters
- Day to day management of children's social care services and the ongoing provision of assessed support, ensuring that Duty procedures are implemented and are effective to safeguard the welfare and needs of vulnerable children and their families
- Ensure all referrals have a decision made within agreed timeframe of receipt, and the referrer receives written confirmation of decision, if appropriate
- Ensure that all assessments are completed within agreed timeframe
- Ensure that all vulnerable children and their families receive responsive services to prevent children and young people being taken into care and support positive parenting, preventing harm and promoting children's life chances
- Deploy social work resources according to the appropriate assessment of risk within departments priorities and statutory requirements
- Lead, motivate, nurture and monitor direct reports and multi-agency professionals where appropriate, ensuring the services provided are effective and delivering positive outcomes
- Ensure robust recording of information on relevant systems, databases and IT systems and timely reporting of management information
- Effectively manage delegated budgets and ensure commissioned services are cost effective
- Continually develop operational services to ensure the delivery of significantly improved outcomes for children, young people and their families
- Work with children, parents and their representatives to ensure that issues arising from practice can be used to influence policy
- Provide regular consultation and supervision of staff in order to promote the interests of clients, high professional standards and encourage professional development
- Work collaboratively with key agencies and the community to ensure integrated approach to service delivery and the development of effective joint working partnerships
- Represent the team, Children's Social Care and/or department on relevant partner working groups, panels and conferences

- Chair formal strategy meetings and reviews and attend case conferences, where required
- Provide input into departmental planning processes including Merton's Plan for Children and Young People, the council's business planning processes and annual Local Safeguarding Children's board training programme
- Ensure services are responsive to and value diversity and are fair, consistent, inclusive and service user focused
- Ensure effective implementation of legislation and policy guidance
- Assist the service manager in planning and developing services for vulnerable children and their families, identifying needs and potential difficulties
- Produce reports for internal and external bodies and attend meetings/forums as required (including cabinet/committees)
- To take responsibility as the operational lead for the jointly commissioned (Merton/Sutton) MST service including deciding which cases across CSF will receive this service. To represent the Local Authority at the monthly operational board meetings and act as Chair when appropriate.
- To be responsible for matrix management of the Bond Road/Court Processing ATM – specifically in relation to the Court Processing Elements of the ATM role.
- To take the lead role for the council and work in partnership with other Local Authorities on commissioning of FDAC (Family drug and Alcohol Court), a multi-agency Specialist Court Provision. To lead on the implementation of Signs of Safety within the Service.
- To assume delegated responsibility for the service in the absence of the Service Manager
- All Social Work Staff are required to adhere to the various professional standards, including the Professional Capability Framework and the Health and Care Professions Council Standards.

*The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.*

## **Staff Management**

- Promote a high standard of recording by workers and quality assure the standard of recording via the supervision process
- Ensure that the professional development needs of all staff are met by regular supervision (one-to-ones for non social work staff) and review, in accordance with the Council's policy; recorded on appropriate systems and a copy given to each member of staff
- Using evidence, based practice, work with staff on the development and implementation of quality standards and procedures that will ensure continuous improvement in service delivery
- Ensure that all appraisals are completed to an appropriate standard and within the set timescale, that training needs assessment are carried out and that new staff have appropriate induction
- Support mentoring and coaching to enhance quality of practice
- Assist in the recruitment and selection of staff

- Ensure that staff are fully aware of the implications, requirements and guidance of the Children Act 1989 and 2004, court protocols and all other relevant legislation and guidance in relation to the appropriate delivery of services to vulnerable children and their families
- Manage capability, disciplinary, complaints and grievance procedures as required
- Monitor leave, sickness and the use of agency staff in order to ensure these resources are used effectively
- Champion the equality and diversity agenda across the service and with multi-agency professionals
- Carry out all responsibilities and duties with due regard to the Council's Equal Opportunities Employment Policy
- Ensure staff are aware and adhere to the council's health and safety policy

### **Other duties**

- Manage resources within available budget ensuring value for money is achieved and resources used in accordance with the departments strategy and within the council's financial regulations
- Pro-actively seek feedback from a range of sources to inform strategic decision-making
- Contribute to the external inspection and audit planning and preparation process
- Participation, where required, in management rotas across the community support service to ensure that there is management cover of staff and buildings at all times
- Ensure that personal and professional development opportunities are taken and achieved, where appropriate, in line with performance objectives, mandatory training, career pathways and individual opportunities identified with Manager
- Ensure that the service operates within the framework of the law, policy and agreed schemes of delegated powers and authority
- Keep abreast of new developments and research relevant to the service and ensure these are communicated to all staff
- Undertake any other reasonable duties in line with the responsibilities of the post
- Undertake duties outside normal working hours as required.



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**PERSON SPECIFICATION**

**POST TITLE: Deputy Service Manager – Social Work Intervention Services**

**Grade: MGC**

**Date: July 2015**

***Qualifications & Knowledge***

- a. Relevant Social Work Qualification (for example, Social work degree/ Diploma SW / CQSW)
- b. Registered with the Health and Care Professions Council (HCPC), as a Social Worker.
- c. Knowledge of policies, statutory regulations and guidance relating to safeguarding and child protection
- d. Knowledge and understanding of relevant legislation (Children Act 1989 and 2004), guidance and new practices and their implications, in relation to child care practice
- e. Knowledge of equality and diversity practice and the capability to apply it to work with vulnerable children, young people and their families
- f. Knowledge of the underlying causes of vulnerability and aspects of effective safeguarding of vulnerable children and their families
- g. Knowledge of issues faced by families from minority ethnic communities or other minority groups
- h. Knowledge on managing social workers and their continuing professional development, including links with the Professional Capability Framework.

***Skills/Competencies***

- a. Ability to manage, supervise and develop staff to enhance performance
- b. Ability to develop and provide services which are culturally sensitive and empowering for all service users
- c. Ability to develop new services, where necessary, with partner agencies
- d. Ability to initiate, plan, manage and implement change
- e. Ability to liaise and negotiate effectively across agency boundaries in order to provide effective support

- f. Ability to interpret and analyse information and problems and use, where necessary, as catalyst to implement innovative/creative changes in the delivery of services
- g. Effective written / verbal communication / presentational skills and I.T. skills
- h. Ability to establish Quality Assurance and Performance Management frameworks, which are able to identify good practice and promptly address areas of concern
- i. Ability to ensure that timely appraisal, supervision, support and direction are provided to staff
- j. Able to use own initiative, work under pressure and manage time, resources and competing priorities in a structured effective way
- k. Ability to promote equality and anti-discriminatory practice, and recognise the importance of equality issues for both staff and service users
- l. Able to work flexibly and creatively and a willingness to work some evenings usually by prior arrangement

### ***Experience***

- a. Experience in working with children, young people and their families in the field of social care or other field related to social deprivation
- b. Experience of managing teams in the delivery of a range of intervention and supports services to vulnerable children, young people and their families
- c. Experience of providing advice and support to staff in assessing the needs of vulnerable children and their families
- d. Experience of effective multi-agency working
- e. Experience of the selection, recruitment, training and supervision of individuals
- f. Experience of financial and budget management

### ***Special Requirements / other considerations***

- a. An openness to improve professional practice, improve quality and a willingness to undertake training
- b. This post requires an enhanced Disclosure and Barring Service check to be carried out and it is the London Borough of Merton's policy for a re-check to be done every three years
- c. Undertake duties outside normal working hours as required
- d. A current valid UK driving licence and use of a car insured for work purposes.