

LONDON BOROUGH OF MERTON
CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT
JOB DESCRIPTION

Post Title: CSC & YI Service Manager *

Grade: MG2

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

Location: Civic Centre

Responsible to: Head of Children's Social Care & Youth Inclusion

Responsible for: Team Manager and team of QSWs and non-qualified staff

Post number:

Date: November 2012

Overall Purpose of the Job

Service Manager is part of the senior leadership team for Children's Social Care within the Children's Schools and Families directorate. The role includes the strategic leadership, service development and effective management of Statutory and Regulatory Children's Social Care services. Provision of high quality services, ensuring performance management and review mechanisms are in place to monitor progress and achievement of service objectives and goals. Contribution to the Children's Trust, along with collaborative work with corporate colleagues and partner agencies and the development of staff working closely with service managers to establish best practice.

*Service Manager Permanency, Placements & Looked After Children will be the "Responsible Person" for the regulated services.

Main Duties and Responsibilities

- To lead and manage teams in achieving the highest standards of practice in work with vulnerable children, young people and their families, ensuring that at all times, children they are at the heart of service provision and developments
- Ensure effective risk management practice, through the development of excellent inter-agency collaboration and communication

- Ensure that children and young people within the borough are safeguarded from abuse
- Ensure that timely and effective statutory processes are in place where there is a concern about a child or young person who may have suffered or is likely to suffer significant harm
- Ensure that the interventions of children's social care teams are child centred, effective and timely and to act accordingly where this is not the case
- Pro-actively work with stakeholders, including service users, carers, families and communities to deliver change and quality improvements
- Lead on practice and systems development and the implementation of new legislation and government initiatives
- Ensure successful partnership and multi agency working across the service and undertake the lead on a range of interagency work as required to ensure both development and sustainability of good service provision
- Promote and develop a performance management culture, managing poor performance where necessary
- Effective budgetary management and the delivery of value for money services
- Contribute to the external inspection and audit planning process and take lead responsibility as directed by Head of Children's Social Care & Youth Inclusion
- Work with elected members, as required on policy and budget issues related to the service and issues as raised by Councillors including scrutiny and the production of papers for cabinet decision as required
- Support delivery of the Council's vision and strategy
- Operate as a lead manager within the Children's Schools and Families directorate, to deputise for the Head of Social Care and Youth Inclusion
- Work with statutory and voluntary partners to ensure that all relevant activity is focused on improving outcomes
- Perform a quality assurance role ensuring the review of all programme outputs within the team
- Provide expert advice and support to service managers and staff
- Development and operational responsibility for a number of functional themes within the team including Quality Assurance Processes, Risk Management Panels, work around ASYE and various practice issues
- Chair meetings and contribute to operational working groups, network and planning meetings and reviews, as required

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

- Develop staff and maximize their potential ensuring continuing professional development and training is effectively delivered through 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

- Ensure staff are motivated, encouraged and supported to contribute to the development of a quality service
- Contribute to the effective recruitment, selection, appraisal and review of staff
- Support mentoring and coaching to enhance quality of practice
- 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

- Promote local and national research and evaluation to influence and develop social work evidence-informed practice
- Advice on the impact of policy and practice for people in more excluded groups and communities
- Champion information sharing in support of the early intervention and prevention agenda across the borough
- Actively encourage service staff to gain user feedback on the quality of services delivered and use the information gathered to develop the quality of the service user experience
- Effective on-going communication to all stakeholders including politicians and partner agencies
- Represent the Council regionally and nationally on policy matters, promoting Merton and sharing best practice
- 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
- Have regard for the health and safety of persons and premises under your management and operate within LB Merton Council's Health and Safety policies and procedures (complying with health and safety legislation) in relation to the responsibilities of the job
- Undertake duties commensurate with the grade of the post, as required from time to time

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PERSON SPECIFICATION

POST TITLE: CSC & YI Service Manager

Grade: MG2

Date: November 2012

Qualifications & Knowledge

- a. Degree and a relevant Social Work Qualification (CQSW / Diploma SW / CSS. Registered with Health and Care Professions Council Standards (HCPC) or have proof of application for registration. All Social Work Staff are required to meet/adhere to the various professional standards, including the Professional Capability Framework and the HCPC
- b. Management qualification or Post Graduate diploma in related field or equivalent
- c. Extensive knowledge of policies, statutory regulations and guidance relating to safeguarding and child protection
- d. Extensive knowledge of Quality Assurance and Performance Management frameworks
- e. Comprehension of Children Act 1989 and 2004 and the impact on service delivery
- f. Knowledge of equality and diversity practice and the capability to apply it to work with young people and their families
- g. Knowledge of the underlying causes of vulnerability and aspects of effective safeguarding of vulnerable children and their families
- h. Knowledge on managing social workers and their professional development
- i. Knowledge of issues faced by families from minority ethnic communities or other minority groups
- j. Knowledge about the communities and the political context they work

Skills/Competencies

- a. Ability to take lead responsibility for specific service developments
- b. Ability to manage change and develop new services, where necessary, with partner agencies
- c. Ability to apply perspectives and research to the provision of services for vulnerable children and their families

- d. Ability to commission (where necessary) and set up / deliver programmes for vulnerable children and their families and monitor and evaluate their effectiveness
- e. Ability to liaise and negotiate effectively across agency boundaries in order to provide effective support
- f. Effective written / verbal communication / presentational skills and basic I.T. skills
- g. Sound financial management and the ability to analyse services in terms of their cost and value for money
- h. Ability to establish a Quality Assurance environment which is able to identify good practice across this service area and promptly address areas of concern
- i. Ability to ensure that appraisal, supervision, support and direction are provided to staff
- j. Ability to set and monitor SMART objectives and deliver key outcomes that meet or exceed service expectations
- k. Able to use own initiative, work under pressure and meet tight deadlines
- l. Ability to analyse written and statistical data, prepare and present reports
- m. Ability to promote equality and anti-discriminatory practice, and recognise the importance of equality issues for both staff and service users
- n. Able to work flexibly and creatively and a willingness to work some evenings usually by prior arrangement.

Experience

- a. Experience in working with vulnerable 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 and young people
- c. Experience of work positively with staff from other agencies and an understanding of and ability to work with different cultures, expectations and priorities
- d. Experience of providing advice and support to staff in assessing the needs of vulnerable children and their families
- e. Experience of quality assurance and performance management techniques and principles
- f. Experience of effective multi-agency working and stakeholder management
- g. Experience of the selection, recruitment, training and supervision of individuals
- h. Experience of strategic and operational planning and leading implementation of programmes of change

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 Criminal Records Bureau 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. A willingness to work unsocial hours – including evening work occasional Saturday and Bank Holiday duties
- d. A current valid UK driving licence and use of a car for work purposes.