



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

**POST TITLE:** Tackling Exploitation Operational Manager

**Grade:** ME16

**DIVISION/SECTION:** Children Schools and Families

**Location:** Civic Centre

**Responsible to:** Head of Service, Adolescent and Family Service

**Responsible for:** Business Support Officer, Young Women and Girls Worker, Reducing Criminal Exploitation Worker, partnership and seconded staff members as required.

**Post number:**

**Date: October 2018**

**MAIN PURPOSE**

The Operational Manager, Tackling Exploitation Team, is responsible for the day-to-day management, supervision and deployment of practitioners in the team, leading to the safeguarding of vulnerable clients, the prevention of exploitation and the reduction of the number of young people being sexually or criminally exploited and referred to the MARVE panel.

The Operational Manager will have the lead role for Child Sexual Exploitation in Merton and develop and maintain relationships across partners to promote the profile of CSE in the Borough and maintain a consistent approach to child sexual or criminal exploitation.

Complete the annual exploitation self-esteem and action plan.

To fulfil established quality assurance standards and targets. This is to be carried out within the resources allocated to the Adolescent and Family Service, and in accordance with Council policies and Departmental procedures, and within London Child Protection Procedures and nationally

recognised Child Sexual Exploitation bodies (NSPCC, The Children's Society, Barnados).

## **MAIN DUTIES AND RESPONSIBILITIES**

- To lead on the implementation of the local and national CSE strategic agenda across the borough and its partner agencies.
- To support the local authority and the Safeguarding Partnership (formally safeguarding children's board) in providing an effective multi agency response to the prevention, identification and disruption of child sexual and criminal exploitation.
- To report to the Director CSF, Chair of the Safeguarding Partnership and Assistant Director CSC & YI on a quarterly basis.
- Ensure vulnerable adolescents 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.
- 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, adolescents and their families receive responsive services to prevent children and young people being taken into care and support positive parenting, community engagement, peer group responses, preventing harm and promoting children and young people'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.
- To work with the MASH service within Children's Social Care and South West Borough Command Unit CSE Police Team to support the screening of any potential CSE referrals.
- 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.
- To chair Initial CSE Meetings and ongoing CSE Review meetings in line with the Pan London Safeguarding Procedures and support subsequent multiagency professional meetings to support the development of effective disruption plans and strengths based safety plans.
- Where necessary chair strategy meetings for cases held by the team, for example in regard to sexual exploitation, criminal exploitation, missing, abuse or neglect.
- Oversee plans and process that involve multiple children, particularly in regard to peer group interventions and peer-on-peer abuse
- Responsible for ensuring the continuous improvement in standards of practice in relation to CSE work.
- To monitor the performance of the local authority in relation to CSE related work and their statutory responsibility in this regard.
- To be a member of the Promote and Protect Young People Group and lead on the implementation of any recommendations or actions.
- To provide management and supervisory support to social workers on complex Child Sexual Exploitation Investigations, Criminal Exploitation and case work, and to act as a point of contact for the CSC workforce and wider community on matters of child sexual exploitation.
- Work with children, parents and their representatives to ensure that issues arising from practice can be used to influence policy.
- Proactively support the voice and experience of children/young people who are sexually exploited to be used in practice development and training.
- To develop and deliver high quality inter-agency training. Co-ordinate and oversee the delivery of group work and partner training delivered by the team.
- To support the strategic and operational oversight of the links between CSE, Missing from Home and Care and Missing from Education.
- 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, adolescents 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 represent Merton CSC on working parties and task and finish groups, and to engage with local and national projects.
- To take a lead on the quality assurance of CSE work undertaken in CSC including thematic audits relating to CSE.
- To assist in the development of policy and practice to tackle child sexual and criminal exploitation.
- To work constructively with senior managers, offering a critical perspective and appropriate challenge and playing a key role in problem resolution.
- To explore best practice/national research to inform local responses to child sexual exploitation.

### **Staff Management**

- To line manage and supervise the Young Women and Girls Worker and Reducing Criminal Exploitation Worker and other staff as appropriate.
- 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, adolescents 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.
- Hold monthly team meetings to ensure staff are aware of council and departmental developments and to support a team approach to service delivery.

#### **ANY OTHER RESPONSIBILITIES**

- 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.
- To undertake such other duties as may be required by or on behalf of the Director CSF, provided they fall within the range and scope of the duties of the post and are commensurate with the grade of the post.
- Contribute to the external inspection process and audit planning and preparation process.
- As required to represent Children's Social Care in council wide service development forums.

- To competently use computers and IT systems in the daily performance of post duties.
- To ensure that within the scope of the job purpose, the Council's aims in relation to customer service are achieved.
- To brief senior managers on any matter which is likely to be subject to publicity, whether this publicity be positive or negative.
- To work effectively with the Council's Equal Opportunities and Diversity Policies and raise and concerns regarding their operation (or non-operation) with senior staff.
- To ensure that the Council's Health & Safety Policies are implemented at all times and to raise any concerns regarding their operation with the relevant line 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.



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**PERSON SPECIFICATION**

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**Grade:** ME16

**Knowledge/Understanding**

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

- Expert knowledge of national and Pan London Child Sexual Exploitation matters relating to children and young people who live in the community and children looked after (including care leavers).
- A good working knowledge of the impact that abuse has on children and understanding of how to effectively communicate with children who are abused.
- Detailed understanding of children's development and ability to ascertain their views in an age and developmentally appropriate manner. This will include a knowledge and understanding of communication with children who are disabled and those for whom their first language may not be English.

### **Experience/Training**

- Significant experience of supervising and managing Child Protection LAC social work practice.
- Experience of influencing and promoting agenda's across partnerships.
- Experience of delivering high quality training by a variety of methods.
- Experience of managing teams in the delivery of a range of intervention and supports services to vulnerable children, young people and their families.
- Experience of providing advice and support to staff in assessing the needs of vulnerable adolescents and their families.
- Significant experience of managing Child Protection work.
- Experience of influencing and promoting agenda's across partnerships.
- Experience of working and communicating with children of all ages in a child protection context.
- Experience of working with children who have communication difficulties.
- Experience of work with middle and senior managers in a public sector context, including schools.
- Experience of effectively supporting workers to implement new frameworks or practice.
- Experience of effective multi-agency and multi-disciplinary working.
- Experience of engaging peer groups and/or communities in a change process.

- Experience of applying contextual frameworks to assessments and planning.
- Experience of the selection, recruitment, training and supervision of individuals.
- Experience of financial and budget management.

### **Skills/Aptitude**

Ability to engage effectively with children, young people, professional staff and managers.

- Ability to manage, supervise and develop staff to enhance performance.
- Ability to develop and provide services which are culturally sensitive and empowering for all service users.
- Ability to develop new services, where necessary, with partner agencies.
- Ability to initiate, plan, manage and implement change.
- Ability to liaise and negotiate effectively across agency boundaries in order to provide effective support.
- Ability to organise and facilitate meetings and to offer an appropriate level of challenge where required.
- Ability to analyse data, to co-ordinate information and identify specific issues relating to CSE and children missing from home and care.
- Ability to engage with and communicate effectively with children and young people of all ages and specifically children who have been abused and neglected.
- Aptitude to work in a variety of settings for example: training , group work , youth organisations, youth councils and forums, school assemblies, one to one etc.
- Ability to engage with and communicate effectively with professional staff, managers and elected members.
- Ability to influence the ethos and functioning of public services for children and young people including school communities and voluntary sector.
- Ability to communicate effectively both verbally and in writing with arrange of professionals and senior officers.

- Ability to operate effectively within equal opportunities and anti-discriminatory frameworks.
- Ability to ensure that timely appraisal, supervision, support and direction are provided to staff.
- Able to use own initiative, work under pressure and manage time, resources and competing priorities in a structured effective way.
- Ability to promote equality and anti-discriminatory practice, and recognise the importance of equality issues for both staff and service users.
- Able to work flexibly and creatively and a willingness to work some evenings usually by prior arrangement.

### **Special Requirements**

- Ability to work outside normal hours including evenings and weekends.
- An openness to improve professional practice, improve quality and a willingness to undertake training.
- 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.