

Role Profile

Part A - Grade & Structure Information

Job Family Code	11SW	Role Title	Team Manager - Adoption
Grade	PS11SC	Reports to (role title)	Service Manager - Adoption
		Directorate/ School	CFL
JE Band	439-518	Service / Department	Adoption
		Date Role Profile was created	01/09/2016

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Responsible for managing a team of social workers to ensure effective and safe delivery of services which is on time, and within budget. To work with parents and carers, bringing together various agencies and implementing the statutory duties and responsibilities as set out in the Children Act (1989), Children and Adoption Act (2002) and Children Act 2004. The role holder deputises for the Service Manager in ensuring operational effectiveness of the teams, overseeing workloads and supervising social workers and family support workers. They take responsibility for ensuring all cases are safely managed and in exceptional circumstances this may require them to manage a case directly to ensure safe resolution. TMs lead the way in representing the Service to partner organisations, building strong networks and drawing on their expertise to inform how Surrey works with other agencies to share resources and improve outcomes for the county's children.
Work Context	The Audit Commission report (October 2008) on Children's Trusts recommended that in order to improve outcomes for children, local councils and other agencies should review current governance and management arrangements. From late 2008, an interim structure within the Children Schools and Families directorate of Surrey County Council simplified levels of operation and improved lines of accountability within Children's Services. A new Assistant Director of Children's Services was appointed in 2009 and subsequently a new service structure and management has been put in place. As front line managers, TMs have the responsibility to ensure consistency of service delivery across teams and that policy and procedure are implemented and communicated. The TM role enable experiences senior social workers to progress to a management position, and the opportunity to develop management competence which could allow for future progression, or specialism.
Line management responsibility if applicable	Line management of a team of adoption social workers and overseeing related support staff.
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on service users.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Casework Management</p> <ul style="list-style-type: none"> • Provide leadership and professional support to colleagues and other professionals in situations of high complexity. • Apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promote innovation, and introduce new ways of working from recognised sites of excellence. • Make use of sophisticated, critical reasoning and both model and facilitate reflective and evidence-informed practice. <p>Assessment and Review</p> <ul style="list-style-type: none"> • Support and encourage professional decision-making in others, to enable assessment procedures to be used discerningly in response to the presenting needs. • Maintain and provide expertise in specialist assessment and intervention and support others to develop these skills. • Model the effective assessment and management of risk in complex situations, across a range of situations, including positive risk taking situations. <p>Safeguarding</p> <ul style="list-style-type: none"> • Provide professional leadership on safeguarding issues in collaboration with other senior members of the team. • Provide support to resolve concerns about practice. <p>People Management</p> <ul style="list-style-type: none"> • Manage a defined team or area providing clear organisation, direction and development. • Provide professional support, advice and/or supervision. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Manage complaints where required, and verify assessments and authorise when appropriate.

	<p>Work with others</p> <ul style="list-style-type: none"> • Promote positive working relationships in and across teams and with partners in statutory, voluntary and third sector organisations, using strategies for collaboration and arbitration. • Contribute to and provide professional leadership of organisational change and development and address performance management issues that arise. • Ensure that all staff in the team are adhering to the requirements of data quality legislation. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • When required, monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget. <p>Duties For All</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: Responsible for ensuring health & safety policies, procedures and legislation are fully implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Relevant professional qualification and registration where required. • Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services. • Ability to promote positive working relationships in and across teams, using strategies for collaboration and arbitration. • Ability to contribute to and provide professional leadership of organisational change and development and address performance management issues that arise. • Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking. • Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others. • Ability to influence organisational development pro-actively using feedback from your area of responsibility • Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge. • Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way. • Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same. • Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations. • Competent in the use of basic IT skills. • Demonstrable experience in successful recruiting, performance managing, coaching and developing staff. • Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Professional social work qualification, CQSW or Diploma in Social Work (Dip SW), or other relevant qualification recognised by the HCPC. • Registered with the HCPC or in process of registration. • Substantial experience in assessing the needs of, and undertaking direct work with, children and young people, and in working with parents, families, carers and networks to achieve optimal outcomes for children and young people. • Detailed and contemporary knowledge and understanding of the national statutory frameworks, government priorities and published guidance for children and families. • Detailed understanding of relevant legislation affecting the working with children, including; Children Act (1989) and the Children and Adoption Act (2002). • Willingness to develop supervisory skills, and to take responsibility for own development using relevant practice research, legislation, peer/user feedback and participative supervision and appraisal processes to facilitate social work progression. • Ability to assess, plan, implement and review strategies to meet the needs of children and young people for optimal outcomes. • Ability to operate effectively within multi-agency and inter-professional settings. • Hold a full valid driving licence and use of a car, and be willing to travel around the county to meet the demands of the job.
Role Summary	<p>Roles at this level assist with leading, motivating and managing a team ensuring the service provided is consistent, effective and delivers positive outcomes for individuals, their carers and families.</p> <p>They contribute to and support the development of practice, procedures and policy and specifically the professional development of the team.</p> <p>They are accountable for the provision of effective professional practice within the team, the provision of effective, reflective professional supervision, as well as line management and appraisal.</p> <p>These roles provide expert guidance in situations of complexity, where there is conflict or resistance and enable others in the team to manage complex and challenging situations. They deputise for the team manager when required (where appropriate).</p>

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