

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PCS	Role Title	Team Manager UASC Leaving Care
Grade	PS11	Reports to (role title)	Service Manager LAC and LC
		Directorate	Children, Families, Learning
JE Band	439-518	Service	Children's Service, LAC and LC
		Team	Quadrant UASC Leaving Care
		Date Role Profile was created	01/02/2019

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

Role Purpose including key outputs	<p>Manage, develop and lead the UASC Leaving Care team, providing a social care service to care leavers according to our statutory responsibilities and the Local Offer in Surrey. Ensure that young people leaving care in their area of responsibility have access to high quality health care; education, training and employment opportunities; and a range of suitable accommodation that provides a safe place to live. Support Care Leavers to achieve their full potential as they transition to adulthood. Develop strength-based motivational practice in the team so practitioners can build effective supportive relationships with young people and their families.</p> <p>Work collaboratively with partners to deliver effective and safe leaving care services which are timely, within budget, and in accordance with statutory guidelines, policy and standards to ensure that young people's needs are being met and vulnerable children and young people are protected from harm.</p> <p>Manage the operational effectiveness of the team, allocating and prioritising workloads and taking responsibility for ensuring all young people are safely managed.</p> <p>Ensure that case records, risk assessments, pathway plans and documentation for all young people for whom the team is responsible are effectively maintained in line with practice standards and organisational policy and procedure.</p> <p>Promote purposeful intervention with young people, and undertake regular personal and case work supervision that is reflective and outlines clearly the next steps to improve outcomes for children, young people and families.</p> <p>Manage effective communication of practice, service and organisational issues within the team and work collaboratively across social work teams, services and with partners to provide high-level integrated support to children, young people and families.</p> <p>Ensure the team understands and adheres to the Quality Assurance Framework, and manage the effective use of performance processes and systems to promote effective service delivery and drive improvement.</p> <p>Ascertain the views, feelings and wishes of children, young people and their parents /carers and use to appropriately inform and influence their care/pathway plans and development and performance of services.</p>
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Work Context	<p>Team Managers sit at the critical level in the organisation that balances supporting social workers and Personal Advisors in their roles whilst also promoting and implementing organisational goals and targets. As front line managers, they ensure that policy and procedure are implemented and communicated effectively.</p> <p>Team Managers deputise for the Service Manager in ensuring operational effectiveness and consistency of service delivery across teams. They support the Service Manager in developing a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues.</p> <p>The role holder represents 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 service users.</p> <p>This role manages a team of Personal Advisors based at one of the Children's service area offices that works directly with young people (16-25 year olds) preparing to leave care, transition to adulthood, and those who have left care and are living in the community.</p>
Line management responsibility if applicable	<p>Manages up to 6 practitioners.</p>
Budget responsibility if applicable	<p>No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on service users.</p>
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Identify opportunities and risks associated with the service and escalate / report to management. • Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people. <p>Service Development</p> <ul style="list-style-type: none"> • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and implement plans for their own area and contribute to business and service planning. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May 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>Work with others</p> <ul style="list-style-type: none"> • Work with other service areas / partner professionals and organisations to assess and deliver individual service user needs and / or service objectives and priorities. <p>People Management</p> <ul style="list-style-type: none"> • Manage a defined team or area providing clear organisation, direction and development. • 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. <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 & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Professional qualification and relevant registration where required with post qualification practical experience, or substantial relevant and practical experience across a number of areas and in depth specialist knowledge. • Deep understanding of relevant legislation and practice standards. • Knowledge and awareness of broader contextual factors affecting wider service delivery. • Ability to exercise evaluative judgement appropriately. • Ability to manage budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals. • Competent in a range of IT tools including MS Office and database management systems. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff. • Satisfactory DBS clearance might be required.
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"> • Substantial experience in assessing the needs of, and undertaking direct work with children and young people, with a track record of improving children and young people's lives in a UK statutory setting. • Able to demonstrate understanding of the needs of children/young people in their specialist area. • Ability to evidence skills in or willingness to develop Motivational Interviewing, partnership working and purposeful high quality supervision that has impacted on improved outcomes for children, young people and families and staff retention. • Satisfactory DBS clearance is required. • Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.
Role Summary	<p>Roles at this level provide, manage and / or co-ordinate and contribute to promoting good practice and service development. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective local working relationships and joint working arrangements. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they may contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.</p>