

<b>Job Title</b>	<b>Team Manager</b>
<b>Grade:</b>	16
<b>Hours per week:</b>	36
<b>Reports to:</b>	Service Manager
<b>Responsibility for:</b>	A team of social workers

**Job Purpose:**

The Team Manager will take operational responsibility for a team of social workers delivering Council's statutory responsibilities for children in respect of:

- the assessment and care planning of children in need, including those in need of protection and subject to legal proceedings
- direct work with children and families to achieve desired safety and well-being outcomes.
- promoting the achievement of permanence by looked after children and care leavers through assessment and care / permanence planning up to the second statutory review.

**Key Accountabilities**

To lead and manage performance of a team of social workers and foster a culture of continuous learning and reflection of practice that inspires staff to give of their best in their roles.

Introduce, embed and continually improve at team level, the quality of social work consistent with established models of good practice.

To provide professional advice to staff, colleagues and partners for the area of responsibility.

Ensure that assessments and plans for children are robust, evidence-based, progressed in a timely way, are effective in keeping children safe and are outcome focussed.

Allocate cases effectively in terms of matching the risk / complexity of cases with the skills, experience and professional development needs of social workers

Prioritise the deployment of staff resources and ensure practice is operating in accordance with the thresholds of Croydon's early help and staged intervention model

Ensure compliance with statutory requirements and Croydon practice standards

in respect of the protection and well-being of children, including looked after children and young people.

To embed and develop the outcomes focussed framework and culture across the service that demonstrates measurable improvements in the stability, well-being and safety of children and families allocated in the Team.

Contribute to the development and introduction of a quality assurance framework for the service and use the findings to drive continuous practice improvement in the Team.

To manage and contribute to projects that deliver service improvement, working to recognised project management principles and methods.

To maintain up-to-date knowledge of research findings, legislation, statutory guidance and policy developments relevant to the service area.

## Specific Minimum Qualifications and Expertise

### Essential Knowledge:

- Social work qualification recognised by HCPC.
- Working knowledge of national policy, strategy and developments regarding children's social care, and areas that impact on children's social care.
- Demonstrable knowledge of relevant legislation, statutory guidance, standards and procedures.

### Essential skills and abilities:

- Able to lead improvement in social work practice at an operational level through effective performance management
- Evidence of leading and managing operational change effectively.
- Able to lead and manage in an operational area dealing with high risk and high complexity in a way that delivers good safeguarding and well-being outcomes for children and families.
- Able to apply and use effectively at operational level outcomes-based quality assurance frameworks.
- Able to drive continuous improvement in operational practice, and promote evidence-based outcomes for children
- Able to contribute to budget planning and control, and demonstrate effective use of public funds.

### Essential experience:

- Experience of managing and/or supervising child care social workers in an area relevant to this particular service area with evidenced results of continuing practice and good outcomes for children.
- Experience of providing reflective supervision that positively impacts on practice and outcomes.

- Experience of contributing to the development of a highly motivated, high achieving and stable work force with a positive, “can-do”, customer-centred culture.

**Special conditions:**

- Able to work outside of normal office hours when required.
- Registered as a social worker with the HCPC.
- Undertake an enhanced DBS disclosure prior to employment and then every three years

**Corporate Values**

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority.

You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:

**One Team:**

To cross boundaries to work together towards shared goals with colleagues, partners and communities

- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them.
- You use your contacts and colleagues to bring teams together

**Proud to Serve:**

We strive to always do our best for the community, getting the most from limited resources and using taxpayers’ money wisely

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it.
- You make a difference to people’s lives through engagement and you strive to get the best possible value for money for customers.

**Honest and Open:**

We work hard to build trust by treating everyone with honesty and integrity

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people’s views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

**Taking Responsibility:**

We encourage and support each other to take responsibility and show what we can do, learning together and recognising each others’ contributions

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

**Valuing Diversity:**

We make the most of the many perspectives that make Croydon distinctive

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.