

DEPARTMENT

Early Help and Children's Social Care

JOB TITLE

Assistant Team Manager, Adolescent Support Team

Role Profile and Person Specification

February 2019



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Role Profile

Job Title:	Assistant Team Manager
Department:	Adolescent Services
Division:	Early Help and Children's Social Care
Grade Range:	Grade 15
Hours:	36
Location:	Turnaround Centre
Reports to:	Service Manager, Adolescent Support Team
Responsible for:	This role directly manages and supervises up to four social workers and adolescent support workers.
Role Purpose and Role Dimensions:	<p>The service comprises of the Youth Offending Service, Gangs Team, Child Exploitation/Missing Intelligence Teams and two Adolescent Support Teams comprised of social workers and adolescent workers managed by a Team Manager and an Assistant Team Manager.</p> <p>The service area covers the Council's statutory responsibilities for adolescents where there is risk outside of the home; including those in need of protection, at risk of/subject to significant harm, and adolescents coming into care, including some work under the PLO and legal proceedings in the court.</p> <p>It is a high profile area for the Council and an area of significant professional and organisational responsibility.</p> <p>The focus of this role is the transformation of social work practice and supporting the implementation of risk and safety planning.</p> <p>It is a management role to support and develop practitioners to deliver sound systemic practice which achieves positive well-being and safety outcomes for adolescents, including those in need of protection and at risk of/subject to significant harm.</p> <p>These outcomes are achieved through:</p> <ul style="list-style-type: none">• good quality interventions based on sound assessment and planning• leadership• management• quality assurance

Our children's social care service is responsible for fulfilling the council's statutory requirements and goals in respect of:

- the assessment and care planning of children in need, including those in need of protection
- direct work with children and families to achieve desired safety and well-being outcomes
- promoting the achievement of permanence for looked after children

The role is therefore required to have knowledge of (and provide expert advice on) all aspects of child protection and children in need work and early stage looked after children work, including relevant legislation, statutory regulations and guidance, court work, research evidence and practice models, including those relating to adolescents. This expertise will be shared across the partnership as well as within the service.

The role involves managing social work practitioners and adolescent workers, providing opportunity for reflective practice and case discussion, and requires sound decision making ability.

It also involves building collaborative relationships with internal and external partners, third sector and community / faith organisations, and children and families in the locality in order to:

- promote the culture and social work values across the organisation
- support locality and early intervention operational developments taking place across the children's partnership
- ensure the effective application of Croydon's model of early help
- promote coordinated and integrated working.

Key External Contacts:

- CAFCASS
- Probation service
- Borough police
- Police Child Abuse Investigation Team
- Courts
- Domestic Violence services
- South London and Maudsley Mental Health Trust
- Primary care, community and acute health services
- Designated and named health professionals
- Early Help Partnerships
- Schools
- Service Providers in the private, voluntary and community sectors
- Community/faith organisations
- Adult mental health and substance misuse services
- Engagement with children and families will be a key element

Key Internal Contacts:

- Other services across Early Help and Children's Social Care
- Legal Services
- Adults Social Care
- Housing
- Finance Services
- Strategy, Commissioning, Procurement & Performance
- Business Support Service
- Councillors

Financial Dimensions:

Assistant Team Managers will have the delegated approval to agree emergency payments to service users of up to £1000 (currently under review) on a Council Purchase Card. The overall budget responsibility for these areas will be held by the Service Manager and Head of Service.

Key Areas for Decision Making:

Responsible for the operational decision making necessary to:

- achieve a high quality social work service
- effectively manage issues of complexity and risk
- solve complex problems both in individual cases and in respect of organisational matters, acting with a degree of autonomy
- support Team Manager and Service Manager to deploy staff and resources in accordance with the Council's vision for social work practice
- ensure compliance with statutory requirements in respect of the protection and well-being of children in need and looked after children
- secure good and safe outcomes for children in the most complex / high risk cases.

Key Accountabilities and Result Areas:

Practice remodelling

Key Elements:

- To introduce, embed and continually develop at team level models of social work practice consistent with the introduction and development of relevant theoretical frameworks including Systemic Family Therapy and Strengthening Families
- Risk and safety planning
- Reflective practice and supervision
- Evidence-based methods of direct work
- Working closely with partner agencies to achieve good practice and good decision making for children and their families
- Supporting senior managers in embedding a performance framework and data set
- Supporting the implementation of Croydon's Improvement plan

Outcomes framework and culture

To contribute to the introduction, embedding and development of an outcomes framework and culture across the service. This will include:

- the delivery of measurable improvements in the well-being and safety of children
- the development in the team a comprehensive understanding and application of outcomes concepts
- conducting specific exercises, or setting in place specific systems, to capture "outcome" information.

Engagement strategy and culture

To contribute to the development, introduction and delivery of an engagement strategy for the area of responsibility. This will include:

- the identification of critical partners in the department, Council, wider professional network, community and parents
- setting in place specific operational engagement arrangements with partners for the team that will promote good outcomes
- creating an outward-looking culture and preventing "silo" thinking and behaviour.
- arrangements for regular contact by the Team Manager and social workers with parents, carers, young people and children for the purposes of quality assurance and feedback
- promoting co-location and joint practice models e.g. shadowing, "embedding" of staff in partner services.

Quality assurance and service development.

- To contribute to the development and introduction of a quality assurance framework for the service.
- To operationalise the framework in the team, including
 - capturing relevant well-being and safeguarding outcomes for the children and families
 - capturing relevant qualitative and quantitative information
 - capturing the experience of the children and adults the team is working with
 - capturing the views and experience of staff and partners.
- To use the findings from the quality assurance framework 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.

Evidence-based leadership and management

- To maintain up-to-date knowledge of research findings, legislation, statutory guidance and policy developments relevant to the service area.
- To provide professional advice to staff, colleagues and partners for the area of responsibility.
- To develop and deliver arrangements for ensuring that staff in the service practice in accordance with the research findings, legislation etc.
- To refocus practice in the team on the basis of research evidence and changes in law / policy.

Leadership, management and organizational culture

- To create a positive 'can-do' culture within the team.
- To ensure the health and well-being of staff is promoted and good work/life balance is maintained.
- To promote Croydon's professional standards and expectations and ensure these are delivered.
- To create a learning and reflective service
- To role model good professional behaviour.
- To give praise and recognition so that staff feel valued and cared for.
- To ensure staff have manageable workloads.
- To create a value for money culture within the team which links resources to outcomes.
- To inspire staff to give of their best and promote good morale and functional relationships.
- To ensure appraisals are productive and used effectively to promote professional development for staff.

Green Statement

- Ensuring that your work and that of the (team/section) meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the General Data Protection Regulations 2018 for the security, accuracy and relevance of personal data held on systems, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

THINK Customer

- Demonstrating a commitment to and applying the council's Customer Care Policy

Health and Safety Policies

- Being responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, using protective equipment and reporting defects and hazards to management.

Person Specification

Job Title:

Assistant Team Manager, Adolescent Support

Essential knowledge:

- Social work qualification recognised by HCPC.
- Knowledge of national policy, strategy and developments regarding children's social care, and areas that impact on children's social care, especially in relation to adolescents.
- Knowledge of relevant legislation, statutory guidance, standards and procedures.
- Knowledge of relevant theoretical frameworks, practice models and research findings.
- Knowledge of "outcomes" concepts, quality assurance methodology and change / project management techniques.
- Knowledge of models of reflective supervision that impact on practice and outcomes.

Essential skills and abilities:

- Able to develop and support social work practice at an operational level to deliver high quality interventions
- Able to lead and manage operational change effectively.
- Able to lead and manage operational projects to achieve desired outcomes, applying project management skills effectively.
- Able to lead and manage in a way that delivers good safeguarding and well-being outcomes for children and families.
- Able to apply and use effectively at operational level performance reports and findings of the quality assurance framework.
- Able to produce high quality, analytical and evidence-based reports.
- Able to contribute effectively to budget planning and control, and promote “best value” practice.
- Able to operationalise engagement strategies (embracing a range of partners and stake-holders, including children and families) that result in improved outcomes for children.

Essential experience:

- Experience of successfully promoting and developing evidence based child care social work practice into high performing practice.
- Experience of supervising child care social work practitioners in an area relevant to this particular service area and role, which results in continuing practice improvement and the delivery of high quality performance and good outcomes for children.
- 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 CRB disclosure prior to employment and then every three years.