

## Role Profile

<b>Job Title:</b>	<b>Team Manager (Social Work Qualified)</b>
<b>Location:</b>	<b>0-19 Hub Locality</b>
<b>Department:</b>	<b>Family Services – Early Help</b>
<b>Directorate:</b>	<b>Child &amp; Family Services</b>
<b>Grade:</b>	<b>L</b>
<b>Salary Range:</b>	<b>£62,766 - £69,984</b>
<b>Reports to:</b>	<b>Service Manager</b>

### 1. Job Purpose:

1. To provide day to day operational and financial responsibility for the leadership and management of a 0-19 Early Help hub.
2. To provide leadership and management for the hub staff in order to ensure that children and family's needs are assessed in an appropriate and timely manner so that appropriate interventions and services are deployed that improve outcomes for children, ensuring that all legislation policy and procedures processes and protocols are followed.
3. To work with managers across the partnership to ensure joined-up working and a whole family approach.

### 2. Key accountabilities:

- To be responsible to the service manager for the effective management of the team and provision of a professional child centred service in accordance with relevant legislation, guidance, codes of practice, policy and procedures
- To ensure that operationally interventions and services are delivered in partnership with all key stakeholders so that there is a whole family approach and that a child and families level of need is understood and met on a planned, holistic basis
- To deal with complex issues creatively and effectively in order to develop a responsive and effective service for children and families, delivered within designated budgets.
- To be responsible for one borough wide area of service delivery across the three hubs as designated by the Head of Service
- To develop specialist knowledge in the 0-19 Early Help field for which the post carries management responsibility
- To work with the Service Manager in meeting all operational development demands on the service, contributing to the management of the service as a whole.

### 3. Leadership and Management:

- To be responsible for receiving, assessing, allocating, reviewing, and closing EH cases, received through MASH, the hub panel, EHM and Universal Plus for the EH team, and ensuring panel discussions as appropriate. To keep abreast of developments in all the cases covered by the team.
- To assess the level of need and risk and the service/interventions to be offered to children and families, ensuring timely allocation of work and that the safety and wellbeing of the child is secured. This includes making decisions about the immediate safety of children at risk of significant harm and therefore ensuring immediate escalation to specialist services.
- To provide professional supervision and group supervision to members of the team and have management oversight of all cases including undertaking observation and case file audits.
- To think creatively and imaginatively to solve complex professional problems concerning individual children, their families and other carers.
- To participate in hub panel meetings, reviews and meetings attended by children and families as well as by colleagues and representatives of other agencies, as appropriate.
- To take lead responsibility for the development and ongoing implementation of children's plans within the relevant service area.
- To provide a responsive service to emergency situations ensuring the safety and wellbeing of the child. This may involve working outside core hours and being available for discussion, advice and decision making.
- To secure good outcomes for children and the most efficient use of the council's resources.
- To maximise the participation of children, their families and other carers in service and care planning.
- To promote equality of opportunity for children and families in accessing the services provided.
- Experience or knowledge of coordinating positive activity programmes for children and young people such as Healthy Children's Centres, AVA children's therapeutic group, Duke of Edinburgh Award
- Experience or knowledge of delivering positive activities programmes to a diverse child and young person population.
- Knowledge of outreach and detached work in the community with parents, children and young people

- Ability to coordinate services for children, young people and families.
- Ability to manage several sessional staff and deploy them across the borough in early years, children and youth work programmes.
- Ability to manage statutory work such as the children's centre core offer or the youth "out of court" disposal process for young people on the cusp of the criminal justice system.

#### **4. Change and Improvement**

- To deputise for the Service Manager and to cover for peers by representing Early Help Family Services both within and outside the council.
- To investigate and prepare replies to Freedom of Information requests and Members' enquiries, and to deal with complaints according to corporate procedures and utilise findings to improve service delivery.
- To provide information, including written reports, to ensure effective service delivery and to influence strategy development including interpreting data reports for the service to support evidencing outcomes and inform service development.
- To develop and maintain effective working relationships with relevant statutory agencies and the wider partners, requiring the capacity to advice and influence as appropriate.
- To take part in working groups to deal with specific issues or tasks as requested.
- To assist in the development of policies, procedures and working practices at local, divisional and inter-agency levels.
- To co-ordinate and manage team and service area meetings.
- To assist the Service Manager to discharge the overall management functions of the Service Area, and to participate effectively as a member of the service area management team.

#### **5. Staff Responsibilities**

- To be responsible for the 0-19 hub staff including 0-19 practitioners x 7, CAF Co-ordinators x1

#### **6. Financial Responsibilities**

- To plan, control and monitor all income and expenditure within the terms of the budget holding responsibilities of this post and promote a culture of value for money.

- To manage delegated budgets on a strictly cash limited basis, identifying and reporting emergent budget pressures.
- To ensure that the authorisation, monitoring and control of expenditure is within the Council's regulations and delegated authority.
- To monitor and review services and goods purchased in order to ensure that they meet the appropriate standards, are value for money and adhere to financial regulation.
- To ensure all financial transactions are fully recorded and accounted for.

## **7. Health and Safety Responsibilities**

- To undertake management responsibility for the health and safety of staff and those using the Early Help centres and services as is proportionate to the duties of the post.
- Ensure a knowledge and understanding of relevant legislation, policy and procedure and undertake managers tasks and duties as appropriate.
- Be responsible for oversight of Health and Safety of those using hub buildings, supported by the Business Manager to discharge such duties.

## **8. Other Responsibilities**

- To use systems and performance information to improve service delivery, including gathering and analysing statistical information in order to facilitate effective managerial decision making.
- To ensure that staff use the appropriate recording systems and keep all records accurate and up to date, taking appropriate steps to maintain a satisfactory level of security and confidentiality.
- To keep abreast of new legislation, guidance and regulations relating to the service area, acting as a specialist for the department as required.
- To make full and proper use of IT systems in order to carry out the management functions of the post effectively.

## **9. Promotion of Corporate Values**

- To ensure that customer care is maintained to the agreed standards according to the council's values.
- To ensure that a high level of confidentiality is maintained in all aspects of work.

## Caring / Learning to Improve / Inclusive / Collaboration

### 10. Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

### 11. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.
- To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
DipSW/CQSW equivalent	Essential	Application
Minimum of 3 years post qualification children and families work	Essential	Application
Children Act/Child Protection Training	Essential	Application
<b>Experience &amp; Knowledge</b>		
Literacy and numeracy to the required level including use of IT systems and programmes.	Essential	Application

<p>Management:</p> <ul style="list-style-type: none"> <li>- Minimum of 3 years post qualification children and families work.</li> <li>- Post qualifying supervision of EH staff or students.</li> <li>- Basic training in management competencies</li> <li>- Children Act/Child Protection Training</li> <li>- Trained in tools to be used in practice such as Signs of Safety and Graded Care Profile 2 and parenting programmes.</li> <li>- DOH Guidance, Working Together to Safeguard Children and the Assessment Framework</li> <li>- Early Help Frameworks and Strategy</li> <li>- Child Development</li> <li>- Family Resilience work</li> <li>- Responsibilities of SSD in relation to children and families</li> <li>- Health and Safety Policies and procedures</li> </ul>	<p>Essential</p>	<p>Application/Interview</p>
<p><b>Skill &amp; Ability</b></p>		
<p>Ability to chair meetings involving service users and other professionals.</p>	<p>Essential</p>	<p>Application/Interview</p>
<p>Ability to work in partnership with children and young people and their families and with other professionals.</p>	<p>Essential</p>	<p>Interview</p>
<p>Ability to ensure the service delivers thoughtful, compassionate services and interventions that engage children and families, build resilience, and improve outcomes.</p>	<p>Essential</p>	<p>Application/Interview</p>
<p>To provide creative and innovative solutions to identified issues.</p>	<p>Essential</p>	<p>Interview</p>
<p>Ability to demonstrate what good looks like and performance manage staff and the service to deliver good and outstanding services and interventions.</p>	<p>Essential</p>	<p>Interview</p>
<p>Good written and verbal reasoning skills and the ability to produce reports to the required standard, to develop, monitor and maintain appropriate recording systems and to develop such skills in others.</p>	<p>Essential</p>	<p>Interview</p>

To plan and deliver service plans, continuity plans and ensure quality of individual children's plans.	Essential	Application/Interview
Ability to audit and evaluate case work and service delivery and challenge poor practice utilising relevant policies and procedures.	Essential	Application/Interview
<p>Managing performance:</p> <ul style="list-style-type: none"> <li>- Ability to analyse data.</li> <li>- Ability to manage change and stress in self and others.</li> <li>- Good organisational skills</li> <li>- Ability to plan, manage and review service.</li> <li>- Ability to recruit, manage and develop a staff team.</li> <li>- Able to make decisions and delegate tasks appropriately.</li> <li>- Ability to manage a budget</li> </ul>	Essential	Application/Interview
<ul style="list-style-type: none"> <li>- Ability to establish and maintain appropriate professional boundaries with colleagues and service users and to ensure that workers in the team do the same</li> </ul>		
<p>Developing talent:</p> <ul style="list-style-type: none"> <li>- Ability to identify and access areas of training and development for self and staff.</li> <li>- Provide continuous CPD opportunities for the staff team.</li> <li>- Work with Service Manager and Head of Service in developing and Delivering the Early Help and Otherwise Qualified Faculty</li> <li>- Role model of good practice and provide mentoring for the staff team</li> </ul>	Essential	Interview

<p>Teamwork:</p> <ul style="list-style-type: none"> <li>- Demonstrate ability to work as part of a multiagency management within the hub specifically in relation to co-located services.</li> <li>- Demonstrate ability to work as part of the Leadership Team, supporting the Service Manager and Head of Service as required.</li> </ul>	Essential	Application/Interview
<p>Cross Barnet working:</p> <ul style="list-style-type: none"> <li>- Have lead responsibility for a delegated area of work such as - School led CC's; Troubled Families; Support to schools re EH assessments; Training and oversight of the work of LPs in the community.</li> <li>- Demonstrate ability to work with Team Managers across the three 0-19 locality hubs to ensure equity and consistency of service delivery and practice.</li> </ul>	Essential	Application/Interview
<p>External partnership working:</p> <ul style="list-style-type: none"> <li>- Chairing school network meetings in relation to Family Resilience</li> <li>- Knowledge and understanding of specific initiatives such as peri-natal mental health pathways and those who deliver through the hub such as midwives, health visitors, CAMHS</li> </ul>	Desirable	Application/Interview
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
<b>Learning to Improve</b>		

Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
<b>Inclusive</b>		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
<b>Collaborative</b>		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview