



Candidate Information Pack

**Somerset
Council**

Team Manager Assessment Children's Social Care

Ref SCC04843 HC

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If you are interested in finding out more before applying, please get in touch with Sussanah.Heywood@somerset.gov.uk

If you have any questions about the benefits we offer, or our recruitment process, please contact our Recruitment Team on recruitment@somerset.gov.uk or telephone on **01823 356739**

We will notify you by email if you have been selected for interview or have been unsuccessful on this occasion. Please check that the automated email has not gone in your junk mail folder before contacting us.

When completing your application/CV please provide your full employment history and ensure that any gaps in employment are explained. Please start with your current or most recent employment.

What You Will Be Good At

Work Experience Knowledge & Skills

Essential

Significant experience of working successfully with Members and Directors on complex issues and the development of strategic direction.

Track record of operating corporate projects and providing clear advice on policy options and policy development.

Demonstrable knowledge and understanding of the statutory, policy and strategic commissioning framework within which specialist services operate and their context within local government as a whole.

Experience of developing and delivering representational and communication activities that successfully deliver key messages to the public and internally.

Demonstrable experience of partnership working, including the ability to influence and, where required, lead multi-agency projects and initiatives with particular reference to standard setting and whole service commissioning.

Good understanding and ability to develop and implement effective performance management and quality assurance frameworks.

Knowledge and understanding of implementing equality and diversity in commissioning and reviewing service delivery.

An understanding and commitment to effective customer and community engagement leading to service redesign and change management.

Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

Desirable

Qualifications

Essential

Relevant Degree or Professional Qualification.

Evidence of work related continuing professional development in their specialist field.

Desirable

Personal Attributes

Essential

Promotes the need for change and acts as a role model for change.

Positive, committed, adaptable, thorough and confident approach.

Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.

Committed to diversity in service delivery and employment.

Innovative and creative approach to service improvement and value.

Customer and Communities focussed.
Personal Integrity.

Drive and self-motivation - "can do" attitude.
Sound analysis and decision making in dealing with complex service delivery and/or policy development matters.

Access to / use of a vehicle is an essential requirement

Desirable



All disabled applicants meeting the essential criteria will be interviewed.



What You Will Deliver

Key tasks and responsibilities

1. Provide expertise and strong management to drive performance and to commission and/or deliver the Council's priorities and meet service targets, as a member of the Council's Senior Management Group.
2. Provide clarity, management and motivation in delivering the New Operating Model, the County Plan and other Council transformation programmes as required.
3. Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.
4. Advise Members and Directors in respect of operational planning and commissioning, policy matters and service delivery issues and engage with partners in the promotion, communication and delivery of services.

Key Accountabilities

1. Create, agree and deliver service plans and prioritise activities and projects.
2. Identify and deliver opportunities for service change and improvement and scope, plan and manage change in corporate and professional activities.
3. Review performance outcomes and customer feedback in order to meet customer requirements and to increase operational efficiency and effectiveness.
4. Develop and maintain effective customer relations and feedback channels and work to improve levels of customer service and satisfaction.
5. Resolve complex operational and service-based problems and conflicts raised through the service escalation process and ensure positive outcomes.
6. Optimise the use of financial and other resources (including commissioning frameworks, income streams etc.) to locally commission and deliver services on time, to budget and to the quality standards required.

7. Recruit, review the performance of and ensure the development of individual professional and other team members.
8. Operate information and communication systems to provide business and management information used to support and inform operational decision making.
9. Develop and maintain effective personal networks with partner agencies, suppliers and contractors etc. in order to maintain continuity and quality of service.
10. Communicate clearly and succinctly and use influence and persuasion to negotiate and achieve service objectives.

Assignment

As part of the Children and Families Operations Service all staff are required to:

- Place quality and performance at the heart of everything they do.
- Be proactive and responsible for contributing to the achievement of positive well-being and safeguarding outcomes for children and young people in Somerset.
- Work towards the achievement of key performance indicators.
- Be open to change and work in a flexible way as part of an integrated service to Children and Families.
- Support the strategic objective of ensuring that there are the right number, type and quality of places for children in Somerset

Duties and Responsibilities

1. As part of the County Management Team lead the delivery of a high quality service in your team, to the children we assess, protect and look after, within our Corporate Parent role, and the carers we recruit, support and develop with the aim of ensuring the best outcomes for children and young people.
2. Recruit, induct, manage and mentor staff/foster carers/fostering and adoption panel members and ensure their professional development through regular supervision and appraisal and the identification and provision of appropriate training and development of staff.
3. Ensure staff within the team meets the relevant professional standards (HCPC) and provide suitable and timely support and challenge where this is not the case. Ensure personal continuous professional development combined with effective team leadership skills.
4. Manage team workloads to ensure that children and their families/carers and adopters receive the best possible service from the most suitable available practitioner and to ensure that staff have the capacity to provide this level of service consistently.
5. To ensure that the Operations Manager and PSW are kept fully informed of and engaged with critical case work issues (and potential resolutions) in the team.

6. Ensure parents/carers and children and young people are active participants in planning and reviewing services for their family and that their feedback is consistently requested and proactively used in local and county service planning. To obtain and respond to feedback from official parent/carer support groups for Disabled children/foster and adoptive carers regarding service provision.
 7. Provide/ensure reflective formal supervision, informal casework consultation and management oversight for staff/carers in the teams to ensure high quality assessment, planning and outcomes for children.
 8. Monitor and manage staff performance, aiming for excellent practice, by using team data, supervision, appraisal and performance processes where required to secure staff/carer development.
 9. To engage with the Operations Manager in case file and specific issue audits to ensure children are safeguarded and planning and assessment is clear, in pertinent, well-evidenced and timely records.
 10. Contribute to the management and development of Children's Social Care services as a member of the county and area management teams. Work with resource colleagues, under the Operations Manager Disabilities, to develop services for children with disabilities.
 11. To build and sustain strong local working relationships with other agencies, such as health, education, voluntary groups, CAF/CASS, fostering and adoption groups, and the police, in order that organisations can work together effectively to deliver the best services for children and their families.
 12. To chair meetings with parents/carers, children/young people and professionals (eg Public Law Outline, Care Diversion, Complex Safety, Risk Management, Placement Planning, Carer's Review and Protocol meetings) and ensure an accurate record of the outcomes and decisions are distributed promptly.
 13. Manage the resources pertaining to the CLA, CIN and transport budgets delegated by the Operations Manager, to ensure that funds are used appropriately and prioritised for the most vulnerable families. Ensure fieldwork staff follows specific policies and practices as appropriate with regards to finance, such as direct payments and personal budgets.
 14. To ensure that all referrals are responded to in a prompt and timely manner and that children most in need are prioritised and responded to accordingly.
 15. To ensure that every child supported by the team has an up to date, and outcome focussed plan that clearly states the necessary actions, the responsible professional(s) and agreed timescales for completion
 16. To ensure that every child supported by the team, is visited and monitored in accordance with best practice standards and statutory and procedural requirements.
 17. To authorise casework assessments, plans and reports as required by the Operations Manager, ensuring that they are high quality, reflect the views of children and their parents/carers and provide clear and evidenced analysis and planning.
- Manage 1st stage complaints on behalf of the service and ensure learning from complaints is embedded within their team.

Resources

A Team Manager will typically have a team of Social Workers at varying stages of their career progression, ranging from newly Qualified and less experienced Social Workers to experienced Social Workers. They will also be responsible for differently qualified staff providing support for children. A Typical Team will consist of up to 15 staff and be responsible for a manageable number of children or carers at any any time (as designated by the Operations Manager).

Ensure effective management of the Team based resources, direct payments and personal budgets.

Relationships

The principal purpose of the role is to ensure that a consistently good standard of service is delivered to children and families in Somerset meeting or exceeding Statutory, Council or Service standards. This will involve the full range of day to day management activities including priority setting, conflict resolution and team communication. In addition, the postholder will support the Operations Manager in identifying service improvements and implementing those improvements within their team.

The postholder will need to develop and maintain a locality based network of colleague SCC Managers, private, voluntary and community sector leaders and managers and other bodies/agencies in order to ensure that combined resources are optimised in the delivery of services and a coherent approach to service improvement.

The postholder requires good communication skills to ensure effective feedback arrangements from clients and customers and to enable effective management of local teams during changes to achieve new ways of working.

Further information specific to this job

The successful candidate has a responsibility for promoting and safeguarding the welfare of the children and young people they are responsible for or come into contact with.

Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

This job requires a criminal background check (DBS) via the disclosure procedure.

What We Will Offer You in Return

<p>Salary and grade:</p>	<p>Grade 8, £32,650 per annum</p> <p>It has been agreed that, if appropriate, a recruitment allowance may be paid to enhance the salary level up to a maximum of £36,163 per annum. If a recruitment allowance is paid it will be allocated for a minimum period of three years and thereafter will be subject to annual review. If a review indicates that the recruitment allowance is no longer required, it will be withdrawn.</p> <p>A recruitment allowance is expressed by a cash sum allowance and will not be subject to annual cost of living pay awards. It will be a pensionable part of salary and will also attract tax and National Insurance contributions.</p>
<p>Contract type:</p>	<p>Permanent</p>
<p>Location:</p>	<p>Taunton</p>
<p>Hours of work:</p>	<p>26 hours per week. These will be in agreement with the line manager.</p>
<p>Annual leave:</p>	<p>For this grade: 33 days.</p> <p>This is inclusive of two statutory days. In addition, there are 8 bank holiday days.</p> <p>Please note, the amount stated will be pro-rata for part-time and fixed term contract posts.</p> <p>The annual leave year starts on 1st April.</p>
<p>Probationary period:</p>	<p>The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.</p> <p>The Council's contractual sick pay scheme will not apply for the first 3 months of a probationary period (except with discretion in exceptional circumstances e.g. sudden critical or chronic illness).</p>
<p>Notice period:</p>	<p>Following completion of the probationary period, this post will be subject to a notice period of three calendar months on either side.</p>



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