

Hertfordshire County Council Job Outline



JOB TITLE: Service Manager
GRADE: M5
REPORTS TO: Head of Service
TEAM: Assessment, Family Safeguarding & Children Looked After
DEPARTMENT: Childrens Services

Purpose of the Job

Responsibility for managing a cluster of safeguarding teams, ensuring that children, young people, carers and families receive first class specialist assessments and timely support to meet their needs, manage risks to children and maximise children's life chances.

Manage direct spend and staffing budgets maximising service provision but ensuring spend remains within allocated resources.

Deliver inspection, serious case review and Children and Young People action plan outcomes for the continuous professional development of staff and improvement of the quality of services for which responsible.

Main Areas of Responsibility

KEY AREAS OF ACCOUNTABILITY

Customers & Partners

Responsible for:-

- Engagement with and building positive relationships with children, young people and families to ensure that their requirements are at the heart of the design and delivery of services in accordance with the Council's customer service strategy.
- Building and promoting successful partnership working across agencies and with children and young people and their families to deliver more cost effective and valued services.
- Ensuring that the needs of all stakeholders in Hertfordshire are met by modelling behaviour which respects diversity and equality of opportunity in service provision and employment.
- Using internal/external relationships and other appropriate mechanisms (i.e. customer surveys) to gather feedback on the effectiveness, perceived value and

fitness for purpose of services delivered.

Vision, Strategy and Performance

Responsible for:-

- Ensuring delivery of Service Plan objectives for the group's area of responsibility and delivering results to meet the needs of the Community or Customer through effective leadership of people.
- Developing and embedding a performance culture that delivers results through rigorous challenge, disciplined execution and continual improvement, ensuring that resources are targeted on business priorities and meeting customer needs.
- Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the group's objectives within the Service Plan and PMDs. Take appropriate corrective action as necessary.
- Supporting the Head of Service in the preparation of proposals for the strategic direction of the Service Group which supports the councils overall future direction.
- Being fully conversant with alterations to national, regional and local influences, legislation, council procedures etc. and plan for consequent changes to services.
- Providing leadership and direction to staff; setting out the group's goals; conveying how they support the fundamental purpose of the council and energise staff towards their achievement incorporating the Council's values and behaviours.
- Ensuring that the Council performs its duties and functions in fulfilment of its statutory obligations.
- The managerial leadership of the group and its services and functions set within the Safeguarding/Specialist Service.
- Promoting managerial responsibility for cross-organisational group working, and across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner.
- Ensuring that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to appropriate senior officers, the lead member for Children's Services, elected Members, regulators, other stakeholders and council officers.
- Sustaining and improving the overall reputation of the Council and acting in the best interests of Hertfordshire County Council through effective representations locally, regionally and/or nationally.

Effective Processes

Responsible for: -

- Supporting the development of the Council's policies, processes, practices and systems in respect of Safeguarding/Specialist Services, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council within Safeguarding/Specialist Services.
- Ensuring, within own group, that all Council policies, processes, practices and systems, including those covering service delivery, resource and relationship management, are operated/implemented in accordance with Council requirements.
- Reviewing, evaluating and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery.
- Reviewing as appropriate the effectiveness of other Council policies that impact on the delivery of services by the group and working with the corporate organisation for the overall improvement of services to the community.
- Establishing mechanisms for the collection of a range of information and/or data on the group and its performance, including its analysis, interpretation, processing and presentation.
- Writing reports, and making presentations for a wide audience, such as Council Members, Project Boards, Cabinet and Council Committees, Management Board, Community Groups etc.
- Ensuring that effective arrangements are in place to secure the well-being and the health & safety of all employees and people delivering services for the Council.

Organisation Learning, Growth and Sustainability

Responsible for:-

- Ensuring that all group members keep abreast of the Council's changing legal obligations and mandates.
- Using internal/external relationships to get feedback on effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.
- Continuously reviewing and supporting the development of the strategies, policies, procedures and processes relating to own professional area and group remit, taking into account the views of all stakeholders both internally and externally.
- Provide positive leadership, acting with openness, honesty and integrity, and instilling a clear sense of direction, priority and pace.
- Leading people in an inclusive way to deliver strategic and operational objectives.

- Ensuring workforce capacity and capability and for development activities to maintain the professionally safe delivery and viability of services.

Service Delivery

- Ensuring delivery of Service Plan objectives for the team's areas of responsibility and delivering results to meet the needs of the service users through effective organisation of the team and monitoring of workflow.
- Developing and embedding a performance culture within the team to ensure targets are met and poor performance is effectively managed.
- Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the team's objectives within the Service Plan and PMDs. Take appropriate corrective action as necessary.
- Visibly and actively supporting and promoting the corporate activities of the Council and the values and behaviours of the Council.
- Being aware of changes to policy and procedures and plan for consequent changes to services.
- Leading a process of continual improvement of Safeguarding/Specialist Services to contribute to improved life chances for children, young people and their families.
- Ensuring all staff are trained, supervised, developed and supported to provide the best possible outcomes for children, families and carers, seeking help from more senior managers, HR and Finance colleagues as appropriate.
- Ensuring that the Council performs its duties and functions in fulfilment of its statutory obligation.

Management of staff

- To ensure the team has in place appropriate systems and procedures to prioritise and manage demands on the service by allocating staff and resources appropriately, in accordance with social care assessed need and CS policies.
- To monitor the team's performance with reference to local and key performance indicators for Children's social care services, producing performance and statistical reports as required by CS.
- To ensure CS Performance Management & Development Scheme is implemented with reference to supervision, 6 months review and annual appraisal.
- Supporting the development of the Council's policies, processes, practices and systems in respect of Safeguarding/Specialist Services, contributing to and ensuring that they are current, of a high standard, conform to best practice, comply with legislation and/or meet the needs of the Council within Safeguarding/Specialist Services.

•Authorising assessments, reports and care plans and taking responsibility for ensuring plans for children and carers are implemented in accordance with statutory and Council requirements.

•Reviewing, evaluating and recommending the necessary action to amend service processes, practices and systems that lead to improved service delivery.

•Undertaking monthly team audits in line with the service's quality monitoring requirements.

Partnership and Collaborative Working

•Engagement with and building positive relationships with children, young people and families to ensure that their requirements are at the heart of the design and delivery of services in accordance with the Council's customer service strategy and giving prompt attention to any complaints/concerns raised about the services/decision making of the team.

•Building and promoting successful partnership working across agencies and with children and young people and their families, to deliver more cost effective and valued services. Ensuring that the needs of all stakeholders in Hertfordshire are met by modelling behaviour, which fosters equality of opportunity in service provision and employment.

•Using internal/external relationships to get feedback on effectiveness of services delivered, continuously re-evaluate these services and make recommendations for, or take action to, make appropriate changes.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Knowledge, Skills and Experience
<p>It is expected that you must have experience of managing staff and resources within a frontline statutory service. We are looking for managers who have the skills and abilities listed below but will support your development in these areas. Please complete a supporting statement demonstrating how you meet these criteria.</p> <p>The ideal candidate will have the ability to develop and sustain partnerships across teams and be an effective advocate for the Council. Strategic thinking and ability to prioritise and project manage are key. You will demonstrate managerial skills including risk assessment. You will be able to manage and interpret budget and</p>

financial information and have good written and oral communication skills.

You will demonstrate a commitment to the public service and its partnership arrangements. Demonstrating resilience and sensitivity and ability to successfully lead and manage staff.

Experience

- Experience of providing high quality services to children, young people and their families in UK local authority social work services.
- Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders.
- Experience of successfully managing change.
- Experience of planning, commissioning and performance frameworks in a multi-disciplinary and partnership environment.
- Experience of working successfully at a supervisory/managerial level to develop a high performing social work team.
- Evidence of successful integrated working with colleagues across the service and agencies to promote the children and young people's best interests.
- Demonstrable commitment to diversity issues in both service provision and employment practices and evidenced achievement of positive outcomes.
- Successfully working to a budget in a demanding public arena.

Knowledge

- Children Acts 1989 and 2004, Adoption and Children Act 2002, Leaving Care Act 2000, Children and Young Person's Act 2008
- Knowledge of all associated Guidance regulations such as Family Justice Review, Public Law Outline and Single Assessments, as well as Working Together 2013, Assessment Framework, ICS and Looked After Children/care planning procedures.
- A clear understanding and awareness of the government agendas as applied to children and young people's services and the ability to translate them into service requirements.

A good understanding of the relevant legal, political, operational, commercial and social aspects of a similar complex environment.

Specific to Assessment and Family Safeguarding

- Ability to undertake child protection investigations and assessments of risk/need, for cases which meet agreed threshold.
- Work closely with adult's specialists to develop creative multi-disciplinary care plans for children who are subject to child protection or child in need plans.
- Inform the Team Manager when they consider care/PLO proceedings may need to be initiated.

Specific to Children Looked After

- Experience of working with looked after children and young people and care leavers to improve their health, emotional resilience, educational achievement and ensure they are protected from substance misuse and sexual exploitation.
- Ability to support stable relationships with carers, plan for appropriate

placements, support young people to return to families, if/when appropriate and prepare young people for adulthood and independence

- Keep team manager updated about risks to children and young people.

Specific to Children with Disabilities:

- Experience and understanding of disability issues and the supports needed to help children and young people live active lives and achieve their potential
- Ability to separate the needs of disabled children from those of their family and keep the child's needs, wishes and feelings at the centre of the work
- Understanding of the protection needs of disabled children and ability to undertake child protection investigations and develop multi-agency protection plans
- Ability to work closely with health and education colleagues to develop high quality ECH plans that maximise young people's independence.

Values and Behaviours

- Promote the values and behaviours of Hertfordshire Council County to ensure everyone is working with a common purpose
- Makes the best use of the contributions in the culture, ethnic origin, gender, age and abilities of each person
- Adhere to the HCPC standards of conduct, performance and ethics:
<http://www.hp-cuk.org/aboutregistration/standards/standardsofconductperformanceandethics/>

Qualifications

- Relevant approved social work degree/qualification.
- A professionally qualified, registered social worker adhering to the Health and Care Professions Council (HCPC) standards of proficiency, conduct, performance and ethics and meet the national professional social work capabilities.