

Service Manager Care Leavers

Role Profile

Service: Children's Services
Grade: Band 11
Reporting to: Strategic Lead for Children in Care
Responsible for: n/a



We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

A day in the life

'A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

Your Main Priorities

- Responsibility for the day to day management, development and co-ordination of the activities of a multi-agency team within the Children in Care service with specific responsibility for Care Leavers
- Ensure the delivery of a high quality, effective and efficient service which is responsive, flexible and reflects the needs of children, young people relevant to the service and supports the delivery of the services objectives.
- Develop and facilitate close working relationships with partner agencies, from both the statutory and voluntary/community sectors to ensure that integrated support is being provided to service users and their families to achieve the required outcomes.
- Oversee the delivery of services for service users and their families/carers based on an assessment of need and within available resources.
- Ensure the management of appropriate services for Care Leavers.

Key duties

- Ensure the delivery of services continuously improves the quality of life outcomes for service users
- Operationally manage a team within the service to ensure the most effective service contribution to a range of service provision.
- Continually review the operational effectiveness of the contribution of the teams to integrated multi-disciplinary pathways and plans of care and to implement required improvements
- Actively support the Strategic Lead to ensure the service complies with OFSTED Standards and other national targets.
- Deputise for the Strategic Lead when required.
- Lead on the management of specific projects or speciality as defined within the service portfolios supported by the Strategic

Lead, colleagues and service leads.

- Support the on-going development of the service in response to service user feedback and national policy developments.
- Develop effective relationships with service users, partners, other service providers and commissioners.
- Work with the Strategic Lead and the and other key staff to plan, co-ordinate and develop contribution of the Children in Care service
- Work with the Strategic lead and other key staff to contribute effectively to the business and service development planning process, taking account of National and local targets.
- Work with the Strategic lead and other key staff to implement policies and procedures to ensure all staff function effectively and safely to implement and monitor governance and risk management standards for the Service.
- Advise the Strategic Lead on issues of service delivery, including shortfalls, service pressures and to propose and implement remedial action, as appropriate.
- Negotiate with health and social care professionals, service users and other agencies in developing multi-disciplinary and inter-agency team working.
- Contribute to the business planning process as requested by the Strategic Lead, within the context of the Service.
- Work with the Strategic Lead to manage budget pressures and ensure effective use of resources by liaison with Management accountants.
- Oversee and be responsible for the procurement of supplies and equipment for the service following tendering guidance; supported by the Strategic Lead
- Oversee and ensure that equipment and other resources required for the safe delivery of the service are purchased, delivered, secure, maintained and replaced.
- Work with the Strategic Lead and the appropriate corporate support services to identify the potential for income generation and cost improvement schemes.
- Use this data to evaluate patterns of service delivery to ensure that the service is operating effectively and that resources are deployed equitably to meet the demands on the service.
- Analyse monthly budget reports and liaise with the Finance department regarding actual or predicted variances, supported by the Strategic Lead and appropriate staff.

You Have

- Recognised registered professional qualification in , Social Care
- Evidence of continued professional, managerial and personal development acquired through degree/diploma, specialist training, management qualification and/or equivalent
- Post graduate diploma or equivalent experience
- Registration with HCPC/Social Work England
- Operational management experience working in a Children's Social Care setting,
- Post – qualifying experience of working with service users
- Experience of multi-agency working and networking
- Experience of quality assurance systems
- Experience of financial planning, budget and project management
- A proven track record of leading, motivating staff teams, leading through change
- Proven experience of formulating strategies, policies, objectives and targets
- Detailed Understanding of key legislation, regulations, guidance and frameworks in relation to the specific service delivery areas of Trafford
- Detailed knowledge and understanding of the legislation, regulations and guidance relating to own professional discipline and practice
- Excellent communication skills and knowledge of broad service provision and partner organisations
- Good understanding of the multi-agency roles and responsibilities in relation to adult services

Your strengths

- Leadership skills – Ability to lead, influence and motivate people
- Ability to build partnerships with a wide range of professionals, external partners and stakeholders
- Manage change in a positive way and adapt quickly and flexibly to a constantly changing environment
- Conflict resolution skills
- Implementation Skills – translate strategy into implementation plans with identified targets
- Operational Skills – Develop systems to plan and manage performance
- Governance – Develop and manage systems to oversee quality and safety service provision
- Influential and persuasive communicator, with high level of written and verbal communication skills and presentation skills engendering commitment across groups from all levels of organisations, to achieve shared objectives
- Ability to communicate effectively and represent the whole service
- Ability to provide clinical/professional governance/supervision to ensure the safe delivery of high quality services.

- | | |
|--|--|
| <ul style="list-style-type: none"> • Knowledge of policy drivers • Understanding of principles of service transformation • Quality assurance and performance management systems and processes • CRB Disclosure will be requested for this in the event of a successful application. (Level: Enhanced) • Participation in the On-Call Rota | |
|--|--|

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.