# PEOPLE DIRECTORATE

# JOB DESCRIPTION

**Job Title:** Service Unit Manager – Child Protection/Children in Need.

**Directorate:** Children’s Services

**Responsible to:** Head of Service Children in Need and Child Protection

**Grade:** K

# Main Purpose of Job

* To ensure better outcomes for all through delivery of the aims, objectives and values of the Directorate vision and strategy for children and young people.
* To provide day to day leadership across a range of service areas in order to develop models of working; service improvement and service redesign.
* To ensure effective budget monitoring in the relevant service area.
* To adopt a project management approach to service improvement across several areas whilst managing the interface with other parts of the organisation.
* To contribute to the wider management of Children’s Services to ensure that they deliver high quality services to meet the needs of children and families.
* To support the development and improvement of the service in line with agreed delivery plans, and in the context of the involvement of partner agencies and closer joint working at team, individual and service level.
* To take a leadership role in the operational delivery of social work services to children and families, and ensure that those services consistently meet high standards and are properly integrated and coordinated.

# Main Service Unit Manager Responsibilities

* Operate an effective and successful performance management system to manage team and individual performance against key indicators including the management of appropriate actions to address under-performance and enhance positive outcomes.
* Under the direction of the Head of Service ensure that services are commissioned, planned and provided within a clear outcomes framework and in a way that demonstrates best value, with increasing use of evidence-based approaches in all aspects of the service’s operations.
* Contribute to the planning and implementation of a service improvement programme in order to generate efficiencies and achieve enhanced outcomes for children.
* Promote effective internal and external partnerships to ensure greater integration of services and to deliver agreed objectives, through joint review, planning, commissioning and development work.
* To ensure that the service is child centred, of high quality, cost effective and appropriate to the cultural diversity of Tameside and addresses identified needs.
* Ensure the views, wishes and feelings of children and young people, and those of their parents and carers, are evident and fully realised in all aspects of service operation, and that such views are taken account of in the review, planning, development and delivery of services.
* Promote strong and effective communications and involvement with all service stakeholders.
* Use available financial resources to maximum effect within the Council’s financial regulations and standing orders, and take day to day management of the service area budget within expenditure limits through regular reporting to the Head of Service.
* Take responsibility for key operational service decisions in line with the agreed scheme of delegation for accountability and decision-making.
* Ensure the proper application of the Council’s policies for Supervision and for Employee Development Review, and that Human Resources guidelines are fully complied with in relation to:
  + Recruitment and Selection.
  + Disciplinary / Grievance / Capability / Harassment.
  + Equal Opportunities Employment Code of Practice.
  + Attendance at Work.
* Provide effective leadership and clear direction for staff, within a culture of corporate and co-operative working.
* Deputise for the Head of Service in such areas as are from time to time specified and agreed.
* Assist in managing the interface with Members of the Council and Members of Parliament
* Ensure that Health & Safety and other risks are appropriately managed.
* Perform any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.

Job Specific Responsibilities.

1. To be responsible for the leadership, management and development of Complex safeguarding including the MASH, CSE, Missing from Home and Out of Hours services

2. Support the Head of Service on the continued development and implementation of a Complex Safeguarding strategy for Tameside.

3. Support the development of policies and procedures for the GM Complex Safeguarding hub and its spokes.

4. Manage the strategic operations of the Complex Safeguarding services, including line management of Team Managers within the Service.

5. Ensure effective management of a wide range of resources, including HR, financial budgets,

information, knowledge and intelligence, to deliver an effective response to need.

6. Build effective and sustainable partnerships with all relevant organisations.

7. Successfully manage challenges and problems that will inevitably arise as a result of bringing together a large number of partners from a range of professional disciplines

8. Demonstrate a commitment to evidence-based practice and ongoing learning through review and evaluation.

9. Ensure the Complex Safeguarding Service has effective data collection and performance management structures in place, which is shared effectively with those who need it in a timely and efficient manner.

10. Report on progress and performance with partners and commissioners, including with relevant strategic boards and partnership forums.

11. Set high quality standards for practice with and for all partners in relation to Complex Safeguarding.

12. Implement a process of peer support and challenge for Complex Safeguarding and other relevant organisations and partnerships.

13. Demonstrate a commitment to innovation and learning as a means to improving children’s social care practice across Tameside.

14. Engage with all relevant departments and inspection regimes in relation to our understanding of Complex Safeguarding and the emerging evidence in relation to effective practice to tackle these problems.

15. Identify opportunities for efficiencies and quality improvements in relation to Complex Safeguarding and related programmes.

16. Examine and report on opportunities for alternative delivery models for Complex Safeguarding.

# PEOPLE DIRECTORATE

# PERSON SPECIFICATION

**SERVICE UNIT MANAGER**

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| 1. | Qualifications | CATEGORY |
|  | Professional Social Work Qualification – Social Work Degree or DipSWRegistration with professional association – Social Work England | E E |
|  | Management qualification. | D |
| 2. | Knowledge |  |
|  | Knowledge of the legislative and regulatory framework as it applies to children’s social care services. | E |
| 3. | Experience |  |
|  | A successful track record of managing social work team in a public service organisation | E |
|  | Evidence of success as a manager within a performance culture, including business planning, target setting, performance appraisal and the management and motivation of staff groups. | E |
|  | A track record of working in successful partnerships with a wide range of internal and external bodies. | E |
|  | Evidence of an understanding of the legal, financial and political workings of local government and current best practice on tackling the many challenges facing a Borough such as Tameside. | E |
| 4. | Skills and Abilities |  |
|  | Well-developed interpersonal skills and the ability to establish relationships with other organisations, elected members, partners, staff and the community, to generate confidence, trust and respect. | E |
|  | Ability to provide supportive leadership, empowering, enabling, motivating and developing the staff within the integrated service and fostering a positive organisational culture in line with the vision of Tameside. | E |
|  | A knowledge and clear appreciation of service standards and provision in the public sector. | E |
|  | Ability to lead, motivate and develop staff, and ensure they maintain a culture of change that is team based, performance driven and maintains the motivation of staff. | E |
|  | Well-developed networking, advocacy, oral, written and presentation skills. | E |
|  | Ability to manage finances efficiently making the most effective use of resources available. | E |
|  | Good organisational ability and the capability to manage effectively in a pressurised environment, and to reach sound judgements in complex situations. | E |
| 5. | Personal Attributes |  |
|  | An effective leader with a determination to raise standards and achieve improved outcomes. | E |
|  | An enthusiastic commitment to improving the delivery of service to meet the needs of children, young people and their families. | E |
|  | A clear and lateral thinker, able to be an effective decision-maker in a complex and challenging environment. | E |

### Key Information

**Category E** Essential Recruitment without which the candidate would be unable to carry out the duties of the post.

**Category D** Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.