

Team Leader

Role Profile

Service: Children's Services
Grade: Band 10
Reporting to: Service Manager
Responsible for: Senior Practitioners, Social Workers



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.

In Early Help & Children's Social Care, we are committed to delivering the right support at the right time, first time, and in the most effective way for children and families who need support. We aim to use the least intrusive approaches possible to safely ensure children grow up in an environment where they are safe, happy, have positive and secure relationships and are able to fulfil their potential.

Your Main Priorities

- You will be expected to promote Trafford Council's vision, objectives, and priorities effectively to your staff, our partners, and the public and inspire others by role modelling our organisational values at all times. You will promote a culture of value for money, outcome-based customer focus and continuous improvement.
- To ensure that a family support service is provided to children in need of protection and to deliver multi-agency family support plans.
- Provision of effective professional and practice supervision and advice and to support in the management of a team of Social Workers.
- To support the Service Manager with the management and delivery of the service, in line with departmental and legislative requirements.

Role Position in Structure

Please refer to the organisation chart detailed on the Greater Jobs website.

Key duties

Ensure that a family support service is provided to children and families in need of protection by:

- In the absence of the Service Manager, take the lead role for the team, to make management decisions, to advice and to support when required.
- Ensuring that practice serves to continuously improve the quality of life outcomes for children and young people.
- Ensuring that integrated support packages are commissioned, coordinated and delivered through the lead professional role and that Family Support Plans are reviewed within the required timescales.
- Ensuring that effective permanence planning takes place for all children including Children & young people in care.
- Ensuring that services for children, young people and families are accessible and that stakeholders are fully engaged and participate in the development and improvement of services.

Provision of effective professional and practice supervision and advice and to support in the management of a team of Social Workers by:

- Taking responsibility for the line management and professional supervision of a number of social care staff within the team, providing direction through clear advice and decision making ensuring effective practice is in place.
- Ensuring all team members have a Personal Review Development Plan which is linked to operational and strategic objectives and that learning and development plans are competency based.
- Maintaining managerial oversight of cases that are in court proceedings, monitoring the quality documents within timescales and attending court when necessary.
- Assisting in the allocation of work teams and to ensuring equitable workload management.
- Promoting and facilitating multi-agency working by fostering a climate of team work, cooperation, achievement, a common purpose and a shared value base.
- Assisting the Service Manager in the recruitment of staff and induction into the service.
- Driving the quality of frontline practice and ensuring that all assessments and planning is clear, purposeful and timely so as to foster a culture of working “with” families to support and empower them to change where required.

To support the Service Manager with the management and delivery of the service, in line with departmental and legislative requirements by:

- Maintaining your own and staff's compliance with relevant legislation, guidance, policies and procedures and ensuring that service delivery is in line with national frameworks and standards.
- Ensuring that practice works towards achieving overall service objectives and key performance indicators (KPIs)
- Implementing a robust system of monitoring to ensure that manual and electronic record keeping and report writing is of high quality and is in accordance with the case recording policy and is undertaken within the required timescales
- Chairing Family Support Meetings, Reviews, Strategy Meetings and attending Child Protection Conferences.
- Deputising for the Service Manager if appropriate and when required.
- Financial and budget oversight

Any other duties commensurate with the grade of the post.

About You

Qualifications and Professional Development

- Recognised registered professional qualification in social work eg. CQSW, CSS, DipSW, Degree of Social Work or equivalent
- Evidence of continued professional and personal development and post-qualification career progression.
- Must be registered with Social Work England

Experience and Knowledge

- At least 3 years' post qualifying experience of social work
- 2 years' experience of providing professional supervision / line management to social workers
- Detailed knowledge of key legislation, regulations, guidance and frameworks in relation to children.
- Detailed knowledge of relevant legislation and social policy issues; and of different approaches to social work practice, paying particular regard to restorative approaches with children and families
- Experience of multi-agency working in relation to meeting children, young people and family needs, paying full regard to information sharing protocols and best practice.

- Where relevant, Court experience and skills.
- Working knowledge and experience of preventing escalation of need and the application of early help offer/services to children and families.
- Experience of working with complex situations with a focus on problem solving
- Experience of using solution focused approaches in practice.

Skills and abilities (these are the values based skills)

- Excellent interpersonal skills, with an ability to collaborate both verbally and in writing with multi-agency partners, including report writing
- Strong conflict resolution skills
- Financial, analytical, problem solving and creative thinking skills which link to strategic decision making and planning.
- Ability to lead and motivate staff teams and of developing a culture that has achieved a high level of performance.
- Ability to build partnerships with a wide range of professionals, external partners and stakeholders
- Strong ability to assess and manage risk
- Ability to build successful partnerships with children, young people and families
- Determination to improve the quality of life outcomes for all children and young people, particularly those who are most vulnerable and at risk.
- Ability to organise and prioritise work within appropriate timescales when under pressure.
- Highly motivated with a 'can do focus
- Integrity and judgment
- Robust and resilient
- Inclusive in approach and sensitive to diversity, demonstrating a commitment to anti-oppressive and anti-discriminatory practice

Special Conditions

- Enhanced DBS required
- Commitment to working outside of normal hours from time to time, including weekends, if required
- Willingness to travel within and outside of the Trafford area, if required

Date prepared/revised: 1.4.2020

Prepared/revised by: AM / LS

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.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.