**CHILDREN’S SERVICES**

**JOB DESCRIPTION**

**Job Title: Service Unit Manager – Tameside Residential Care Services**

**Directorate: Children’s Services**

**Responsible to: Head of Service – Cared for Children**

**Grade: K**

**Main Purpose of Job**

* To ensure better outcomes for all through delivery if 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 and residential 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.
* Take a leadership role in the implementation of service re-design and improvement within the service area.
* 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**

* To take a leadership and act as the Responsible Individual for the children’s homes, maintaining purposeful and constructive relationships with Ofsted.
* To monitor Regulation 44 & 45 Reports on a monthly basis.
* To ensure that any changes within the operation of the home is reflected in the Statement of Purpose.
* To ensure that all notifications to Ofsted are completed in line with Children’s Homes Regulations 2015.
* To lead the service ensuring that the functions of the Children’s Homes are carried out effectively and in accordance with legislation, regulations, guidance, standards and local procedures and priorities.
* To continually improve services in the light of service user views, performance data and stakeholder feedback in accordance with Best Value principles.
* To undertake any other duties as directed by the Head of Service or Assistant Director of Children’s Services that are commensurate with the grade and responsibilities of the job description.

**CHILDREN’S SERVICES**

**PERSON SPECIFICATION**

**SERVICE UNIT MANAGER – RESIDENTIAL SERVICE**

**CATEGORY** D

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1. **Qualifications**- A relevant professional (CSQSW/DipSW) qualification and evidence of continual professional development.

- A management qualification.

1. **Knowledge**- Knowledge of thelegislative and regulatory framework as it applies to children’s social services.
2. **Experience**  
   - A successful track record of managing a social work team in a public service organisation.  
     
   - 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.  
     
   - A track record of working in successful partnerships with a wide range of internal and external bodies.  
     
   - Evidence and 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.
3. **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.  
     
   - 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.  
     
   - A knowledge and clear appreciation of service standards and provision in the public sector.  
     
   - 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.  
     
   - Well-developed networking, advocacy, oral, written and presentation skills.  
     
   - Ability to manage finances efficiently making the most effective use of resources available.  
     
   - Good organisational ability and the capability to manage effectively in a pressurised environment, and to reach sound judgement in complex situations.

**CATEGORY** E

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1. **Personal Attributes**- An effective leader with a determination to raise standards and achieve improved outcomes.  
     
   - An enthusiastic commitment to improving the delivery of service to meet the needs of children, young people and their families.  
     
   - A clear and lateral thinker, able to be an affective decision-maker in a complex and challenging environment.

**Key Information**

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