

Job specification



Job title: Service Manager – Children in Care, Leaving Care and Transition, and Adoption

Service: Children and Families

Grade: G14

Reporting to: Service Lead

Your job

As a service manager within Children Social Care, you will lead a high performing, child focussed Social Care service. You will be responsible for the day to day running of your service, including the staff, teams and financial budgets. You will also support the Service Lead to manage the strategic development, delivery and transformation within the associated Social Care service area, meeting all statutory requirements.

You will be responsible for:

- Embedding and underpinning all service delivery through the Deal Principles and Signs of Safety strengths based practice model
- Leading and managing teams and team members to deliver high quality, effective Social Work practice and develop their social care skills and career
- Ensuring the service meets statutory requirements
- Ensuring children, young people and families have access to the right support, at the right time in the right place
- Having clear management oversight on cases, risk and issues across your service
- Continually looking at ways to improve service delivery and outcomes

Through the implementation of the deal principles, you will demonstrate and encourage others to be creative, innovative and improve service delivery, demonstrating improved outcomes for children and families.

You will be central in developing the whole workforce, fostering a culture of continued learning, adoption of best practice, developing aspirational future leaders within the organisation.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Lead the delivery of the Children in Care, Leaving Care and Transition and Adoption team within the Children and Families Directorate aligned to wider Children's services plans.
- Provide strategic leadership to develop and transform services for children who are looked after, care leavers and the adoption service.

- Support the Service Lead to ensure there is a continuous focus on permanence, ensuring high quality, effective, Pathway Plans and Care Plans drive improving outcomes for all our children and young people.
- Place a relentless focus on improving transition for young people leaving care, embedding strong relationships with relevant partner agencies to provide 'joined up' and holistic services offered to young people.
- Ensure children and young people's voices are heard and influential in care planning.
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- Provide line management to Team / Practice Managers within your service area, ensuring managers know the children in the team and they are providing high quality supervision, driving practice standards within individual teams whilst ensuring their staff feel supported to develop and grow in their roles.
- Develop and sustain effective multi agency, partnership working.
- Plan, Deal for Children and Young People and Financial plan and Quality Assurance Framework to develop services, ensuring strategic plans are understood by your teams and reflected in day to day service delivery.
- Embed a culture of learning and reflective practice to assist with the development of services, informed by evidence based, best practice and disseminating learning from local and serious case reviews and ensuring staff regularly take part in and share opportunities to learn, grow and develop their skills.
- Provide strong leadership to support and challenge the effective commissioning of placements and services to meet the needs of children and young people in need of help, protection and of being looked after.
- Be accountable for the effective implementation of a performance management framework within your specific service area. You will be accountable for the performance and the raising of standards of practice, reporting and providing assurance to the senior leadership team and elected members.
- To deputise on behalf of the Service Lead and other Service Managers as required, including in a range of multi-agency complex meetings and panels.
- You will be expected to support the Out of hours rota to ensure we are able to provide effective support for families during evenings and weekends.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Be fully qualified, have accredited social work professional status (CQSW, DipSW, CSS, PQCCA), current registration with Social Work England,
- Strong leadership skills, with considerable experience of managing statutory specialist services and experience of chairing complex meetings
- Significant knowledge and fundamental understanding of current research, innovation and good practice standards in relation to children & families, safeguarding, routes to permanence and transition.
- In depth knowledge of statutory and legislative frameworks which underpin safeguarding children, working together, care planning, permanence and transition to adulthood ,along with collaboration and effective planning to ensure that children and young people receive the help they need.
- Proven, effective experience of implementation of strategic plans, and leadership of achieving KPIs

- Experience of successfully leading services and supporting staff during periods of change and development
- Excellent negotiation and influencing skills, with internal and external stakeholders
- The ability to successfully plan for and effectively contribute to transformational plans and programmes as well as statutory service requirements e.g. Ofsted.
- The ability to manage a heavy workload under pressure and meet competing deadlines
- A good decision maker who can make critical decisions using your own initiative
- A political awareness and experience of working with key stakeholders to ensure collaboration and partnerships
- The ability to work as part of a team and as an individual, with an innovative approach to recognising problems and providing solutions.

Our culture

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

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough