

Job Description

For Non-Streamlined Safeguarded Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Operations Manager	JEID	Z0099
Salary Grade:	Hay F (£48,462 - £54,922)		
Team:	Initial Response Team (Assessment & Intervention North)		
Service Area:	Children & Families		
Location:	Atherstone		
Political Restriction	This position is not politically restricted.		
Responsible to:	Service Manager – Early Help, Targeted Support, MASH & Initial Response		
Responsible for:	Responsible for Team Managers, Social Workers and Family Support Workers		

Role Purpose

To manage the Initial Response Team in the North of the County. To ensure the Team provides high quality initial response services for Child in Need, Child Protection, Court and Looked After Services with local children, young people and families. To provide services that meet statutory duties and provide services as set out by the Children & Families procedures.

Role Responsibilities

To be responsible for delivering safe services to children, young people and families which ensure that their needs are assessed with any inherent risks to a range of stakeholders (including those to the child or young person) being addressed, recognising that it is neither desirable nor practicable to operate a risk adverse service.

To ensure that the decision making in respect of vulnerable and looked after children and young people complies with legal and regulatory requirements and ensures positive and timely outcomes for the children and young people concerned

To ensure that the Service within their span of control is effectively organised and complies with policies and procedures in all areas of professional practice relating to Children's Safeguarding Services.

To recruit, supervise, undertake performance reviews and be responsible for supporting the professional development of Practice Leaders and other qualified social work staff within the Service.

To manage people including disciplinary processes, incapability and challenging poor practice.

To complete, update and review the Team and Unit Plan on an annual basis, to ensure that it is congruent with the priorities within the Children & Families Service Business Plan

To undertake quality assurance tasks within the Team/Service area including file auditing processes

To ensure that complaints are investigated in line with relevant procedures and guidance

To be a cost centre manager and control and forecast budgets in line with Financial Services requirements.

To contribute and influence critical decision making around budgetary management within the Service delivery area, to keep within the budget whilst making critical decisions on a demand led basis that demonstrates equitability, fairness and consistency of approach

To ensure effective communication both within the Team/Service and across the organisation and agencies as required/appropriate

To contribute towards Service and practice reviews, development, service improvements, Inspection and action planning processes.

To ensure that the service meets regulatory requirements and departmental standards.

To support and manage the Service/Team in change processes either in rationalising services or in modernising or through measures that will enhance service improvement or performance.

To be routinely involved in local area partnerships and other inter-agency meetings representing the Service area functions both at a strategic level as well as on a day to day basis where it is both necessary and desirable to a range of critical interfaces either directly or indirectly.

To deputise for the Service Manager in appropriate circumstances

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Professional Social Work qualification and current registration as a social worker with the Health Care Professionals Council	A, I
Experience of contributing to or leading policy/service development in Children's Services	A, I
To have substantial experience in supervising qualified social work staff	A, I
Knowledge of evidence based practice, national and legal guidance and practice as it relates to safeguarding, vulnerable and looked after children and young people	A, I
Experience of partnership working	A, I
Commitment to and evidence of working in an anti-discriminatory way in the areas of employment, training and service delivery	A, I
Ability to work independently, to prioritise and meet deadlines	A, I
Experience of managing a change process, demonstrating skills in working cooperatively with others including the effective chairing or a range of meetings	A, I
Ability to communicate effectively both verbally and in writing	A,I,P
Working knowledge and experience of the court and legal processes as they relate to safeguarding practice	A, I
Satisfactory completion of an enhanced Disclosure Barring Service check	A,I,D
Mobility essential. Able bodied applicants must be able to drive. Disabled candidates should be able to perform their job with aid where necessary.	A, I,D

Desirable Criteria

Assessed By:

Diploma in Management studies or equivalent qualification	A, I
Experience of engaging young people/service users in service development	A, I
Experience if managing/supporting change within a team/service	A, I
Experience of service development/partnership working	A, I

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Criminal Records Bureau (CRB) Disclosure will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors

<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	X <input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	