**T4002- Children and Family -Youth Justice operational Team Leader (previously SW005)**

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| **Directorate:**  **Service area:** | Children and Families |
| **Accountable to:** | Tier 4A Operational Manager |
| **Accountable for:** | Frontline practitioners – Social Workers, Youth Justice Practitioners and other partner staff within the service. |
| **Politically restricted post** | No |
| **Grade** | O |

**Context**

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

**Specific role assignment**

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| **Delivery responsibilities** | * Manage and supervise a Children and Families Team of staff which may include Social Workers, Family Support Workers and sessional Workers. * Management of incoming work including prioritisation and allocation through caseload management of team members review and closure of cases. * Identify the need for any appropriate service meetings, including those involving other agencies and to be responsible for ensuring that such meetings are called, where appropriate chairing them and for establishing clear outcomes and that any actions are followed up. * Ensure that information systems are developed and maintained that will enable statistical analysis of the performances of the service. * Build and maintain links with local voluntary and statutory agencies that promote the service and encourage good working relationships to enhance high quality service outcomes. * Monitoring and auditing the quality of service provided by the team and ensuring any corrective measures are taken to meet the objectives set for the team. * Maintain a knowledge and expertise of the work of the Directorate to contribute to the development of services and the development of best practice systems and protocols which support the delivery of a quality service and reflect any changes required. * To deputise for the Operations Manager in their absence. |
| **Key business measures** | Children & Families Performance Framework |
| **Statutory responsibilities** *(if applicable)* | Children & Families Service |
| **Specific experience** | Significant experience in a Youth Justice Environment. |
| **Specific qualifications/and registration** | Professionally qualified and a Youth Justice Practitioner, this could be as a Social Worker or an alternative relevant qualification |
| **Key stakeholder relationships** | Partnerships with health, education, police, probation and third sector amongst others. |

**Generic capabilities of the role**

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| **Generic Capability** | **Descriptor** |
| Business Acumen | * Deliver in year service plan (1 year) * Effective contract and supplier management * Meet budget, savings and income targets |

* Contribute to the operational planning of the service with the commissioning team
* Ensure effective contract management arrangements are in place
* Manage costs down, deliver savings and income targets (as applicable)

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| **Generic Capability** | **Descriptor** |
| Performance & standards | * Statutory compliance * Professional practice * Procedure compliance |

* Execute the statutory or regulatory duties that are in place and delivered across the team.
* Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
* Execute the relevant policies and procedures to ensure the outcomes are delivered.

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| **Generic Capability** | **Descriptor** |
| Operational management | * Deliver operational performance objectives * Manage the workforce * Deliver continuous improvement plans |

* Meet the service key business measures for the service
* Manage costs down through operational improvement
* Manage and allocate resources to meet key business measures
* Use data and insight to improve service performance

**Generic leadership competencies**

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| **Capability** | **Descriptor** |
| People Management | * Workforce development * Workforce planning |

* Recruit and ensure effective onboarding of team members
* Retain and attract the required capabilities of the team through effective talent management
* Set and deliver stretching performance objectives
* Undertake annual appraisals with the team
* Undertake regular 1:1 sessions throughout the year to review performance against objectives
* Manage and support teams through organisational change

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| **Capability** | **Descriptor** |
| Management of resources & planning | * Monitors the service performance framework * Effective service design |

* Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
* Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
* Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
* Identify the capacity of the delivery team through effective workforce planning.
* Develop and implement integrated working across teams

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| **Capability** | **Descriptor** |
| Organisational leadership & resilience | * Deals with performance issues * Maintains business continuity * Role model of how we work principles |

* Maintain business continuity in the event of service disruption
* Effectively addresses performance issues within the team
* Enable the team to work in a high performance culture
* Act and operate corporately across WCC adopting the one council approach
* Act as a positive role model for WCC’s values and behaviours at all times
* Represent the interests of the Council on external bodies and networks

**WCC values and behaviours**

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

**Our Values – The Warwickshire DNA**



**Our Behaviours**



