

## **T4002- Children and Family - Domestic Abuse Support Team operational Team Leader (previously SW005)**

<b>Directorate: Service area:</b>	Children and Families
<b>Accountable to:</b>	Tier 4A Operational Manager
<b>Accountable for:</b>	Frontline practitioners – Social Workers, Family Support Workers and other partner staff within the service.
<b>Politically restricted post</b>	No
<b>Grade</b>	O

### **Context**

Warwickshire County Council are investing in Children's Services and implementing exciting new ways to support children and families. Over the next 2 years we are investing in new projects which will extend early help support for families, integrate adult specialist practitioners into Children's Services, extend support to families in need of support and safeguarding and extend support for our children in care and care leavers. We are well on the road to good with a stable workforce, manageable caseloads and good supervision. However, we are ambitious and want to be the very best we can be for the children of Warwickshire.

We are looking for practitioners who value family. Who understand that family is sacrosanct- the most important part of children's lives and you must be willing to go the extra mile to take a whole family approach. Supporting parents and children to resolve issues as early as possible and support families to safely stay together.

The role of Team Leader is part of our new investment in the Domestic Abuse Support Team. The role will involve implementing the Caring Dads Programme. This is an innovative new project for Warwickshire, based on an already proven model. We will be working with fathers to ensure they understand and address the impact of abuse on their children.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes. You will receive a comprehensive induction, training and support programme throughout the duration of the post. You will be trained in the model and receive high quality support and supervision throughout the life of the programme.

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 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 sector and customers.

## Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"> <li>• Manage and supervise a Children and Families Team of multi agency staff which may include Social Workers, Family Support Workers.</li> <li>• Management of incoming work including prioritisation and allocation through caseload management of team members review and closure of cases.</li> <li>• 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.</li> <li>• Ensure that information systems are developed and maintained that will enable statistical analysis of the performances of the service.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• To deputise for the Operations Manager in their absence.</li> </ul>
<b>Key business measures</b>	Children & Families Performance Framework
<b>Statutory responsibilities</b> <i>(if applicable)</i>	Children & Families Service
<b>Specific experience</b>	<p>Experience delivering groupwork programmes</p> <p>Experience working with Domestic Abuse</p> <p>Experience working with children and families</p>
<b>Specific qualifications/and registration</b>	Professionally qualified, this could be as a Social Worker or an alternative relevant qualification
<b>Key stakeholder relationships</b>	Partnerships with health, education, police, probation and third sector amongst others.

## Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul>

- 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)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

- 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.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul>

- 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

Capability	Descriptor
People Management	<ul style="list-style-type: none"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul>

- 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

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> <li>• Monitors the service performance framework</li> <li>• Effective service design</li> </ul>

- 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

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"> <li>• Deals with performance issues</li> <li>• Maintains business continuity</li> <li>• Role model of how we work principles</li> </ul>

- 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



High performing



Collaborative



Customer focused



Accountable



Trustworthy

### Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

**Strategy...** the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...** providing services to our customers

