

CSW05 - Children and Family– Social Worker operational Team Leader

T4001 - Children and Family– Social Worker operational Team Leader (previously CSW05)

Directorate: Service area:	Children and Families
Accountable to:	Tier 4A Operational Manager
Accountable for:	Front line Practitioners – Social Workers and Family Support Workers.
Politically restricted post	No
Grade	P £42,821 - £44,863

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 Operations Managers (Delivery Leads) 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

Delivery responsibilities	<ul style="list-style-type: none">• 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.• Represent the council at court proceedings are required.• 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.
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	<ul style="list-style-type: none"> • 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. • Under the direction of the Operation and Service Managers, define and develop service policies, priorities and programmes which will impact across the whole service.
Key business measures	Children & Families Performance data set.
Statutory responsibilities <i>(if applicable)</i>	In line with the HCPC Social work standards, to exercise statutory powers to ensure that the wellbeing of children, adults at risk and communities. This risk requires balancing competing needs, risks and rights
Specific experience	Significant experience as a practicing Social Worker.
Specific qualifications/and registration	Professional Social Work qualification and current registration as a social worker with the Health & Care Professionals Council (HCPC), or equivalent professional qualification and registration when explicitly deemed appropriate by the Council and substantial post qualification experience
Key stakeholder relationships	Partner agencies including education, health, police, probation and the third sector.

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> • 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)

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

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- 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">• 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

Capability	Descriptor
People Management	<ul style="list-style-type: none">• 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

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

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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



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

