

## **T4003 – Children in Care Support Services Team Leader : Children and Family Non-Social Work Operational Team Lead (Previously L0060)**

<b>Directorate: Service area:</b>	Children and Families
<b>Accountable to:</b>	Tier 4B Operational Manager
<b>Accountable for:</b>	Front line practitioners – Family Support Workers, Sessional Workers and Apprentices
<b>Politically restricted post</b>	No
<b>Grade</b>	Scale M Point 39 - 41

### **Context**

- The Children in Care Support Service (CICSS) is a county wide team that predominately works with our children in care and those with complex need. We deliver supervised family time, direct work, and life story work.
- We are committed to achieving a Child Friendly Warwickshire Local Authority and delivering services informed by Restorative Practice. You will support the Operations Manager and Service Manager in achieving our organisational vision and outcomes.
- You will manage and supervise your staff group to meet the outcomes of the Children Services Service Plan and will develop and maintain good working relationships with Children's teams, and our range of key stakeholders – including statutory partners, services providers, voluntary section, children, and families.
- You will manage and supervise staff group to meet the outcomes of the service delivery plan. This will include formal supervision, staff appraisal and development and to imbed restorative practice and consistent life story work. You will primarily be based in Rugby but may also be required to work over multiple locations including North and South Warwickshire.
- You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, the voluntary sector and our children and families.

### **Specific role assignment**

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"> <li>• Manage and supervise a Children and Families Team of staff which may include Family Support Workers, Sessional workers, and Apprentices.</li> <li>• Management of incoming work including prioritisation and allocation through caseload management of team members review and closure of cases.</li> <li>• To maintain clear and accurate recording systems to ensure</li> </ul>
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	<p>safe and sound practice.</p> <ul style="list-style-type: none"> <li>• To carry out regular monitoring and evaluation work through file auditing and quality assurance.</li> <li>• Develop strong working relationships with the Children's teams as well as partner agencies to deliver a safe and restorative child and family service – offering supervised family time, direct work and lifestory work.</li> <li>• Primarily based at Rugby, you will also be flexible to oversee CICSS work across the county to meet the needs of the service delivery and to support with annual leave and cover as required. .</li> <li>• You will contribute to the development of the service, ensuring restorative approach to supervised family time, direct work and lifestory work.</li> <li>• You will have knowledge, experience and understanding of Children's safeguarding practice to ensure safe service delivery.</li> <li>• You will lead and support staff to implement and review risk assessments/plans – to ensure family time is safe for our children.</li> <li>• You will participate in the planning of reunification plans and managing family time endings where the plan is adoption.</li> <li>• You will participate in the development of lifestory and direct work and be committed to undertake training to develop your own practice and staff group.</li> <li>• You will support the Operations Manager to manage budgets and monitor / review 0 hour contract and sessional packages of support as well as external family time venues /resources making sure that these are value for money and meet the needs of our children and families</li> </ul>
<b>Key business measures</b>	Children & Family Performance Measures
<b>Statutory responsibilities</b> <i>(if applicable)</i>	Children & Families Service
<b>Specific experience</b>	Significant experience within a field of children social care
<b>Specific qualifications/and registration</b>	Children and Families qualification and experience.
<b>Key stakeholder relationships</b>	Working closely with internal frontline practitioners particularly social workers, voluntary and statutory

	organisations.
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### 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



### 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

