CSW05 - Children and Family– Social Worker operational Team Leader

T4000B - Children and Family– Social Worker operational Team Leader (previously CSW05/T4001)

Directorate: **Service area:**	Children and Families
Accountable to:	Tier 4A Operational Manager
Accountable for:	Front line Practitioners – Social Workers, Family Support Workers and multi-disciplinary professionals.
Politically restricted post	No
Grade	Hay 10

Context

You will lead and model the implementation of cultural change (restorative practice) within your team and locality. This includes modelling and leading a "Safe Uncertainty" approach to risk. Where we value family, doing all we can to keep children and young people safe within their own family.

You will work in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

You will support the Delivery Operations Managers (Delivery Leads) and Service Managers in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will take responsibility and lead the performance of your team. You will also lead quality assurance activity for your team, ensuring good quality services are delivered under the Warwickshire Famous Five (Child's Voice, Chronologies & Recording, Management Oversight, SMART Plans). You will be responsible and accountable, with support from the Operations Managers (Delivery Leads) and Service Managers for the quality of practice and delivery of Children's Social Care services. Demonstrating quality and impact of your teams performance to internal (senior leaders and elected members) and external (OFSTED) scrutiny.

You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers. You will work creatively with partner agencies and commissioners to meet the needs of children, young people and their families within your area of work/locality. This may include supervising and managing a multi-disciplinary team of social workers, family support workers and other multi-disciplinary professionals who may be based within the team and managed on a day to day basis by you but who are employed by other agencies.

You will establish and help implement new ways of working. Embedding and modelling good practice that you can evidence is improving outcomes and having a positive impact on children, young people and their families.

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Specific role assignment

Delivery responsibilities	• Manage and supervise a Children and Families Team of staff which may include Social Workers, Family Support Workers, Sessional Workers and other professionals from a range of professional disciplines. • 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. • Take responsibility and lead the performance of your team, evidencing positive impact and outcomes are achieved for children. • 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. • Foresee, plan and address performance issues. Contributing to scrutiny processes to evidence performance and actions being taken to ensure good practice is achieved and maintained. • 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. Establishing creative ways of working to ensure local issues, risks and needs for children and young people are met in partnership with other agencies. • Represent the council at court proceedings, including preparing and supporting others to attend and complete court proceedings, as required. Undertaking lead in the case management of court proceedings. • 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. Establish and lead the implementation of new ways of working to improve practice and outcomes for children.
Key business measures	Children & Families Performance data set. Shared budgetary responsibility for the operational budget of up t £1.8 million

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Statutory responsibilities *(if applicable)*	In line with the Social Work England 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. For Youth Justice or other posts, to maintain Youth Justice Standards.
Specific experience	Significant experience as a practicing Social Worker (or Probation Officer, Youth Justice or other related roles)
Specific qualifications/and registration	Professional Social Work qualification and current registration as a social worker with Social Work England; 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. This may include direct day to day management of multi-agency team or multi-disciplinary professionals from child or adult agencies, to achieve an integrated Children's Service.

Generic capabilities of the role

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)

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, including across professional disciplines.
- 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	• Plan, monitor and deliver operational performance objectives

	• Manage the workforce of the council and other professionals who may be within the team. • Deliver continuous improvement plans • Evidence performance and outcomes to internal/external scrutiny.

- 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	• Workforce recruitment and performance 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

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

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

*service = service, team, functions

- Personal resilience
- Emotional Intelligence. Supporting professionals with risk and emotional impact of role. Leading response to complex and risky situations.
- Influence others
- 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
- Evidence to internal/external scrutiny impact and outcomes of performance. Including evidence of change/maintaining performance to ensure good practice is consistently achieved.
- 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



*service = service, team, functions