

Z0158 - Children and Family Adoption Central England – Enhanced Team Leader (previously CSW05/T4001)

Directorate: Service area:	Children and Families Adoption Central England
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

As part of the regional adoption agency – Adoption Central England (ACE) you will lead and model Dyadic Developmental Practice (DDP) within your team. You will be a member of the ACE Management Group and will work with colleagues and in partnership with others in delivering the regional adoption service.

This position is part time (0.60) with a lead responsibility for ‘maintaining relationships’ encompassing the Family Connexions (independent birth relatives service) and associated work around contact, promoting the adopted child’s identity and support to all parties involved in the complex area of adoption practice.

You will manage your team to meet the outcomes of the service and will take responsibility and lead the performance of your team including quality assurance measures. You will be responsible and accountable, with support from the Operations Manager and ACE Lead Manager, for the quality of practice and the and impact of your team’s performance.

You will develop and maintain good working relationships with a range of key stakeholders including statutory partners, service providers, voluntary sector organisations and customers. You will work creatively with partner agencies and commissioners to meet the needs of children, young people, birth parents and family members and adoptive parents. 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.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none"> • Manage and supervise the Family Connexions Service of staff which may include Social Workers, Family Support Workers/Letterbox Coordinators. • Management of incoming work including prioritisation and allocation through caseload management of team members, the review and closure of cases.
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	<ul style="list-style-type: none"> • 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 and families including birth family members. • 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 and their families are met in partnership with other agencies. • Represent the ACE service as required in external forum which may include court proceedings and meetings with other organisations/services. • Maintain a knowledge and expertise of the work of ACE and services to birth family members in particular including research around contact/family time contributing 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 Operations and ACE Lead Manager 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	<p>ACE data set.</p> <p>To maintain data requirements relating to birth parent services and contact including letterbox and other contact activities</p>
Statutory responsibilities <i>(if applicable)</i>	<p>In line with the Social Work England Social work standards, to exercise statutory powers if required to ensure that the wellbeing of children, adults at risk and communities. This risk requires balancing competing needs, risks and rights.</p> <p>To adhere to the Adoption Regulations, Adoption; National Minimum Standards and associated statutory guidance.</p>
Specific experience	<p>Significant experience as a practicing Social Worker.</p>

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 local authority services across the ACE region, other regional adoption agencies and associated services 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

- 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Monitor 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	<ul style="list-style-type: none"> • Deal with performance issues • Maintains business continuity • Role model of how we work principles

- 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 ACE in line with the requirements of the Partnership and Hosting Agreement and Service Specification.

- Act as a positive role model for WCC's and ACE values and behaviours at all times
- Represent the interests of the Council/ACE 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

