

**Z0158 - Children and Family– Social Worker/Probation Enhanced Team Leader  
(previously CSW05/T4001)**

<b>Directorate: Service area:</b>	Children and Young People Directorate Children and Families Service - MACPT
<b>Accountable to:</b>	Tier 4A Service Manager
<b>Accountable for:</b>	Front line Practitioners – Social Workers, Family Support Workers and multi-disciplinary professionals.
<b>Politically restricted post</b>	No
<b>Grade</b>	Hay 10

**Context**

The Social Work Team Manager, reporting to the Service Manager, is responsible for supervising and managing Lead Child Protection Practitioners (LCPPs) within the Multi-Agency Child Protection Team (MACPT). This role involves overseeing and quality-assuring the work and decision-making processes of LCPPs, ensuring they are effectively assigned to child protection matters.

The MACPT is a decisive, multi-agency system where practitioners have the expertise, experience, and support to identify and act on significant harm quickly and effectively. The approach focuses on safeguarding children while using the least intrusive methods possible, promoting the well-being and resilience of children and families.

**Key Responsibilities:**

- Supervise and manage LCPPs, ensuring high standards of practice and decision-making.
- Facilitate reflective supervision, group supervision, and one-to-one sessions to support individual and team development.
- Ensure staff are up to date with training and Continuing Professional Development (CPD) requirements.
- Drive practice and embed a restorative, relational, multi-disciplinary culture within the team.
- Participate in multi-agency audits to identify learning opportunities, ensure children receive the right service at the right time, promote good practice, and share learning across the multi-agency system.
- Conduct Restorative Learning Audits as part of the wider Children and Families Service.

The team includes social workers, police detective sergeants, safeguarding nurses, education officers, and virtual links to paediatricians and other partner services. This collaboration ensures comprehensive child protection decision-making and enhances the protection of children from significant harm.

## 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 Social Workers, Family Support Workers, Sessional Workers and other professionals from a range of professional disciplines.</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>• Take responsibility and lead the performance of your team, evidencing positive impact and outcomes are achieved for children.</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>• 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.</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. Establishing creative ways of working to ensure local issues, risks and needs for children and young people are met in partnership with other agencies.</li> <li>• 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.</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> <li>• 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.</li> </ul>
<b>Key business measures</b>	<p>Children &amp; Families Performance data set.</p> <p>Shared budgetary responsibility for the operational budget of up to £1.8 million</p>

<b>Statutory responsibilities</b> (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.
<b>Specific experience</b>	Significant experience as a practicing Social Worker (or Probation Officer, Youth Justice or other related roles)
<b>Specific qualifications/and registration</b>	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.
<b>Key stakeholder relationships</b>	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	<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, 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"> <li>• Plan, monitor and deliver operational performance objectives</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage the workforce of the council and other professionals who may be within the team.</li> <li>• Deliver continuous improvement plans</li> <li>• Evidence performance and outcomes to internal/external scrutiny.</li> </ul>
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- 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 recruitment and performance management.</li> <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>

- 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

