

Role profile

Job Title:	Deputy Team Manager (generic)	Grade: 13	Spinal column point: 41-43
Department:	Children and Families	Post no.:	Various
Directorate:	Children's Services	Location:	Various

Role reports to:	Team Manager / Head of Service
Direct reports:	Senior Social Workers, Social Workers
Indirect reports:	Temporary/agency workers, students

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To manage the provision of a consistent, timely, quality and cost effective social work and safeguarding service to children and families, in accordance with the legislative and regulatory framework.
- Responsible for ensuring social workers understand the full legal, regulatory, procedural and performance framework within which they operate and are accountable for their work within it.
- To directly manage, develop and support Social Workers and their practice.
- Support the management of staff at court, complex professional's meetings and case conferences.
- Accountable for ensuring the highest professional standards and professional conduct, ensuring multi-functional teams work to innovative methods and best practice.
- To manage the throughput of and allocation of incoming work and team duty systems, as directed.

Key accountabilities

- To manage the provision of services to children/families/carers within eligibility criteria and available resources. To monitor and develop a creative range of support packages and care plans for children by optimising available resources (including purchasing services from internal and external agencies).
- To manage, monitor and assure high quality professional standards of practice and performance in all areas of service delivery.
- To ensure that the service operates within the framework of the law, regulation and guidance, Council and departmental policies – responding to and implementing changes to these as required. To operate within agreed schemes of delegated powers and authority.
- To provide a safe, calm and well-ordered environment for all staff.
- To support the team or senior Manager's to manage and review the team's workload and throughput of work including the allocation of cases to agreed service priorities and appropriate to the team's skills mix and resilience, as directed.
- To contribute directly to departmental strategic planning and operational budget management.
- To plan, implement and evaluate services within an anti-discriminatory framework.
- Observing equalities responsibilities and duties, to lead on people management responsibilities including:
 - Staff recruitment (including participation on appointment panels) and retention;
 - Staff appraisals and supervision including evaluation and recommendations for career progression and probationary reviews;
 - Investigation and preparation of disciplinary, grievance and capability hearings.
- Identifying learning and training needs, developing and sustaining a culture of continuous professional development, where Social Workers are sufficiently stretched and mentored to meet their aspirations. Ensuring that all staff receive training and development (either directly or through negotiation with

the training section or other agencies) linked to business plans, staff appraisals and performance requirements.

- Recognising the strengths and development needs of Social Workers, using practice observation, reflection and feedback mechanisms (including the views of children and families).
- To undertake the range of duties and responsibilities on behalf of the Department as specified in the Children's Act 1989 and such other legislation as is or may be appropriate to work with children and their families, to include:
 - a) The investigation of alleged neglect, ill treatment or abuse of children and to make enquiries as to the need to provide services to such children, instigate Child Protection procedures or an application to court for an appropriate order in respect of such children.
 - b) The supervision of children who are the subject of a Child Protection Plan within the appropriate guidelines.
 - c) The assessment and ongoing support and monitoring of children looked after by Ealing in order that statutory duties towards such children are met.
 - d) To undertake the preparation of reports, statements and such other legal documents as may be required in relation to children and young people in both criminal and family proceedings courts within the relevant timescales to attend court and represent the department.
 - e) To undertake assessments, design and implement care/protection plans in complex situations by a variety of methods of intervention and to encourage the development of quality standards and practice.
 - f) To receive and manage the investigation and assessment of referrals for assistance and to instigate/recommend appropriate action.
- In the exercise of the duties and responsibilities described above, to manage the provision of such counselling, individual or family work as may be required other than that which could appropriately be undertaken elsewhere.
- To manage Social Workers in the provision of services to users, to develop needs-led packages of care in relation to the resources available. To seek the most effective means of providing innovative care packages within budgetary constraints in conjunction with services provided by the department and independent agencies.

- To manage, monitor and review such care packages, involving children, young people and carers, liaising with other workers and agencies as appropriate.
- To work at all times within and to take responsibility for budgetary control requirements, seeking alternative funding where possible and using an imaginative approach towards the purchasing and commissioning of services. Accountable for budgetary projections and analysis of spend across the work of the team, securing optimum value for money and ensuring financial targets are met.
- To ensure the provision of innovative social work services to service users.
- To maintain contemporaneous notes of visits, interviews and telephone conversations; to complete appropriate forms, documents and correspondence according to departmental Code of Practice.
- To make use of management information systems, including information technology, in the recording, retrieval and analysis of information as required by the department.
- To be responsible for the development of expertise in a particular area of work and to provide a lead role within the division in respect of this area of work.
- To deputise for the Team Manager, as directed.
- To work in a flexible manner, undertaking such other duties as may be required according to the needs of the service as directed by the Team Manager or Departmental Senior Management.

Key performance indicators

- An excellent knowledge and clear understanding of all relevant current legislation and Court processes.
- Compliance with legislation, regulations and associated statutory guidance,
- Achievement of team-specific recruitment and retention targets achieved including 95%+ of annual appraisals within team completed within cycle timescale.
- Achieve “Good” or “Outstanding” ratings on client satisfaction surveys and relevant assessment processes including Ofsted, Council-led inspections, etc

Key relationships (internal and external)

- Children, families and carers
- Team Managers, Senior Social Workers, Social Workers, ASYEs and students
- Senior Managers
- Multi-agency colleagues within multi-disciplinary teams
- Children's Services Management Team
- Staff at all levels within the Council including Children's Services, HR, Finance
- Legal department
- Police / Probation / Courts
- Education
- Health
- Voluntary Services
- Youth Offending Service

Authority level

- Daily use of authority with staff and with finances
- Occasional input to policy and procedures

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. An in-depth knowledge of the delivery of services to children and their families within a multi-agency setting and of the current issues and legislation affecting them.
2. Ability to provide high quality, reflective, analytical and evidence-based supervision to develop Social Workers to the highest professional standards in order that they achieve excellent outcomes with and for children, young people and their families.
3. Ability to embrace diversity in service delivery and evaluation and people management.
4. Ability to analyse risk in child protection and to plan appropriate interventions.

5. Knowledge of the Children Act 1989, Adoption and Children Act 2005, other relevant legislation, Regulations, National Minimum Standards (where appropriate) and associated statutory guidance and any governmental policy and guidelines relating to children and young people.
6. Knowledge of the broad categories of services and resources available to children and families and the cost implications of meeting those assessed needs.
7. Ability to manage resources within budgetary constraints, securing best value and cost effectiveness.
8. Excellent communication, interpersonal and presentation skills to enable meaningful dialogue with children, families, multi-agency professionals and networks, internal and external departments as well as colleagues within other local authorities.
9. Ability to manage the work performance, conduct and professional development of others.
10. Ability to engage, motivate and encourage others through personal leadership style, mentoring and coaching skills and self-presentation.
11. Ability and skills to prioritise work, exercise initiative and use personal authority appropriately.

Essential qualification(s) and experience

1. Professional social work qualification: CQSW, DipSW, CCETSW approved equivalent, social work degree.
2. Registered as a social worker with Social Work England.
3. Post-qualification experience of working in a statutory social care setting.
4. Experience of dealing with child protection/safeguarding issues.
5. Experience of giving evidence in a court setting.
6. Experience of assessing need, planning, delivering and evaluating appropriate services to meet the assessed need for children to have security, stability and to be safeguarded in all aspects of their life.
7. Experience of using practice observation, reflection and feedback mechanisms to identify the professional strengths and development needs of Social Workers.
8. Experience of supervising the work performance, conduct and/or professional development of others.
9. Enabling Others / Practice Educator certification

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards