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| **Role Title** | **MASH Assistant Team Manager (Children’s Social Care)** |
| **Job Family** | **People’s Directorate** |
| **Location** | Willow House, E17 |
| **Pay Scale** | **Indicative grade PO6** |
| **Purpose** | |
| Reporting to a Head of Service/Group Manager, to manage, maintain and develop a professional and high-quality service to meet all Council, professional and legislative requirements.  To manage the performance and development of staff responsible for service delivery in a number of locations.  To manage Council budgets and resources effectively.  To provide professional management in the safeguarding of vulnerable children and young people, ensuring best outcomes.  To be the first point of contact for safeguarding referrals.  Ability to assess risk at point of contact and allocate work to the team accordingly.  Providing management direction and oversight on all referrals into the service.  Attend meetings and lead on service areas as directed.  To support the MASH Group Manager and deputise in their absence.  To support, develop, organise and control a professional service area, ensuring the delivery of the service meets all Council, professional and legislative requirements. | |
| *Generic Accountabilities* | *End Results/ Outcomes* |
| Control operational activities within the service area and ensure professional standards are delivered. | Ensure the service is delivered to the quality, Council, professional and legislative standards required.  Use strengths-based conversations to co-produce outcome-focused assessments and plans that draw on strengths, build capacity and effectively safeguard children. Integrate  partner and stakeholder views, latest thinking, good practice and legislative requirements into service delivery.  Effectively implement corporate strategies within area of responsibility.  Effectively manage external inspections.  Ensure the service delivers excellent customer service. Ask people what they think of the services and supports they receive, rather than being reactive and waiting for a complaint. Use language that is culturally aware when interacting with families. |
| Develop team plans to meet strategic business goals. Ensure business plans align with wider service plans. | Use the department’s overall strategic directives to develop the team plan and targets for your area of responsibility, and agree and communicate these within the required timeframe.  Provide strategic and operational input to wider business planning and development, including liaison/links with partner organisations.  Effectively implement, monitor and deliver progress against objectives. |
| Assure professional standard of case management and the effective management of risk within the service area. | Deliver the full range of statutory assessments to the required high-quality standard.  Effectively deliver, co-ordinate & monitor provision of agreed intervention to support children and young people to achieve their identified outcomes.  Manage complex and high-risk cases in line with quality, national and legislative standards.  Implement statutory duties where required.  Ensure effective safeguarding of vulnerable individuals. |
| Advise senior managers on issues relevant to the service area. Provide professional support, challenge and advice to colleagues, managers and partner organisations. | Provide expert professional advice, interpretation, information, support and challenge to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.  Effectively manage responses to major corporate or partner initiatives and complex operational issues.  Keep service up to date of relevant information, new developments, practices, research findings and trends. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | Build a highly competent, effective, motivated and outcome focussed team. Provide a trusting and supportive environment for staff to feel a sense of shared responsibility and camaraderie. Encourage staff to share their experiences and seek support from their peers.  Complete recruitment, induction, development, performance reviews, employee relations and all HR processes and planning to the required standards and timescales.  Ensure effective team meetings take place to required timescales. |
| Manage the resources necessary for the professional service area to meet/exceed its objectives. | Use resources including equipment, people, and systems optimally and efficiently.  Plan, develop and deliver the annual budget. Maximise value for money.  Control financial expenditure and financial integrity to assure regulatory and Council policy compliance. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Prepare, distribute and present reports to the appropriate committee to the required standards and timescales.  Make evidence-based recommendations. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Assess and manage risks to staff and others.  Provide suitable health and safety instruction and training.  Ensure a safe working environment for staff. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | Comply with all policies and procedures. |
| ***Job Specific Accountabilities:*** | |
| Provide professional management in the safeguarding of vulnerable children and young people, ensuring the best outcomes. | Prioritize making vulnerable children safe.  Adhere to safeguarding procedures in line with legislative and local requirements.  Adhere to timescales for managing safeguarding practice. |
| Provide management at an operational level.  Allocate work in a timely manner. | Allocate and schedule work appropriately, and ensure it is quality assured and audited.  Ensure team completes all work on time and to the required standards.  Explain the context for your decisions, especially when there are different views on the direction of work.  Deliver and continuously improve team productivity and performance.  Ensure recording on the social care database is accurate, concise and meets required practice standards. |
| Deliver culture change within the organisation. | Develop and manage the new teams and their practice to deliver the new way of working.  Provide strong leadership to champion and deliver a different culture of service delivery through relational practice. |
| Ensure there is a continuity of service. | Ensure service delivery is maintained to agreed standards by providing cover in the absence of a management colleague, as directed.  Assist in providing a Team Business Continuity Plan to deliver essential services in local emergency situations.  Deputise for the Head of Service/Group Manager as required. |
| Chair meetings and reviews. | Undertake meetings, case conferences and reviews, ensuring that a multi-disciplinary approach is adopted and that an accurate record of decisions is kept. Chair Daily Risk Management Meeting. |
| Lead team practice and quality assurance. | Ensure those under your supervision write and carry out assessment and support plans that meet agreed practice standards and are of a high quality.  Participate in regular audits and peer reviews to quality assure work in CSC.  Participate in quality assurance meetings. |
| Manage team’s performance effectively. | Take responsibility for quantitative and qualitative performance management for your supervisees.  Analyse and utilise reports to understand and improve the performance and productivity of individuals and the team.  Adapt your supervision style to be cognizant of your supervisees’ cultural orientation, background and values.  Identify performance issues and take timely action to remedy them.  Work in partnership with HR to manage and resolve performance issues within Council procedures. |
| Maintain strong partnerships with outside organisations. | Contribute to service development in conjunction with partner organisations to improve services for local residents. |

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| ***Nature of Contacts***  You will interact with senior managers, directors, Members, external bodies and partners, to build effective relationships, represent the service, and to provide expert advice and guidance on sensitive and complex issues. You will be expected to attend court e.g. Court of Protection and tribunals as an expert witness. You will chair meetings of internal/external partners and other agencies to manage complex cases.  You will develop working relationships with a diverse range of internal and external contacts/partners to generate and co-ordinate original ideas and policy/practice developments, share best practice and ensure the integration of related projects/programmes. You will aspire to co-production with stakeholders and will consult with them to identify requirements.  You will co-ordinate responses from other agencies on operational issues and to deliver services in partnership.  We know that relationships make the difference, and as team manager you will be expected to lead with cultural competence and sensitivity. The ability to influence and motivate are fundamental to the role. Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences.  You will have direct line management of teams of staff.  You will be a member of the Children’s Social Care Management Team. |
| ***Procedural Context***  We believe that a family is the best place for a child or young people to grow up and thrive. The solution to most difficulties can be found within families and their networks. This understanding informs our approach.  In this role, you will control the deployment and allocation of service resources within the overall corporate and legislative framework. You are accountable for the performance of the service area against agreed objectives. You will support the service plan for your area of responsibility and contribute to long-term wider service planning. You are professionally accountable for interventions within your area of responsibility.  You will exercise professional judgement in assessing risk to children and young people or others and quality assurance of service. You will manage complex / high risk issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.  You will deputise for the Head of Service/Group Manager as required. |
| ***Key Facts and Figures***  Enhanced DBS Clearance.  Health & Care Professions Council registration.  Professional registration. |

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| **Knowledge, Skills and Experience** |
| * A proven record of successfully providing operational leadership and management of the direct provision of high quality multi-disciplinary services.   High level of decision making in high-risk situations with proportionality.   * Track record of developing a service to meet the diverse needs of the community. * Experience of maintaining effective partnerships with statutory agencies and voluntary organisations * Experience of contributing at an operational level in delivering service improvement * Experience of being accountable for managing the performance of people and management systems * Experience ensuring compliance of organisation policies and procedures * Experience of supporting culture change within an organisation * Experience of successfully influencing an organisation’s practice and outcomes * Ability to demonstrate a commitment to valuing diversity and promoting equality * Ability to manage, motivate and develop staff to achieve organisation priorities * Ability to work both corporately and with partners to seek new and better ways of doing things |
| **Indicative Qualifications** |
| Educated to degree standard or equivalent  Relevant professional qualification (e.g. CSQW, Dip SW, equivalent degree level or qualification in Social Work or Occupational Therapy)  Evidence of Continued Professional Development |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |