

Practice Manager

Service	Reporting to	Location	Grade	Hours
Childrens Services	Service Manager	Various	5A	36 hours

About the role

- To be a part of Childrens Service manager team, ensuring that the needs of children and young people in Salford are met.
- To support and develop innovative practice within Children's Services, focused on improving outcomes.
- To lead and supervise social care staff in line with the supervision policy and associated council policies, ensuring all staff are fully supported and can offer a good service to children, young people and families.
- To support high quality evidenced based practice, ensuring the service facilitates high support and high challenge.
- To oversee, support and develop outstanding social work practice
- To support the Ofsted Preparation within Children Services, working closely with Partners.
- The post holder will be required to undertake the role of Practice Manager in any of the service areas across the Directorate, dependant upon the skills, knowledge and competency requirements of that role.
- Work with full regard to Salford City Council's Values, Equal Opportunities, Health & Safety and Community Strategy policies.

Key outcomes

- You will have oversight and management of the day to day delivery of all aspects of the Social Work service. Your role will have a focus on the quality and improvement of social work and service delivery
- You will ensure the service is facilitating effective participation of children, young people and families and that their lived experiences are known, understood and inform plans.
- You will be accountable to the Service Manager for staff supervision, care and development of team.
- You will effectively address the areas of learning from the recent Ofsted inspection, to support good and outstanding services are in place for all children, young people and families.
- You will manage organisational change and development requirements in light of internal and external trends and influences, by keeping up to date with all new legislation, guidance and Corporate and Directorate policies and procedures
- You will be responsible for ensuring documentation, record keeping, accounting and communication is maintained, and effective information strategies and systems are in place to enable appropriate sharing of data and information. Including responding to complaints.
- To contribute towards the preparation and updating of policies and procedures.
- To confidently enforce a high support, high challenge culture within our outcomes resolution duties.
- To undertake observation of practice and case audits, contributing to the Quality Assurance Framework within children's services.
- You will work collaboratively and inclusively with colleagues, partners and members of the public ensuring equality of opportunity for everyone and eliminate direct or indirect discriminatory practices/behaviour
- You will ensure the regular and effective analysis, monitoring, measurement and maintaining of the performance of the team to ensure impact on outcomes for children and families is understood.
- To ensure that systems are put in to place to effectively recruit and train employees appointed to the service and in line with the Safe Recruitment Policy.

- You will ensure that you develop and maintain excellent working relationships with service areas and external partners to ensure good practice is maintained and improved.
- To undertake such additional duties as are reasonably commensurate with the level of the post and deputise on behalf of the Service Manager as required.

What we need from you

- Professional credibility through proven relevant experience.
- Model and demonstrates our values and behaviours
- Experience of managing and supervising others.
- Detailed knowledge of legislation and law in relation to children and families
- Detailed knowledge and understanding of the implementation and management of complex casework process and procedures.
- Ability to translate complex ideas and information into meaningful and ‘user-friendly’ information; ability to ‘tell the story’ to bring people along and ensure all audiences understand the key messages.
- Ability to motivate, engage and develop people to deliver shared outcomes.
- To be an excellent communicator using various mediums to achieve the best results.
- To build strong, collaborative relationships to find creative ways to make services more sustainable and flexible.
- Ability to address complaints effectively by acting as an investigating officer when required.
- Undertake effective audits of practice and ensure these impact positive on staff and outcomes.
- To remain strength focused under challenging circumstances
- To demonstrate initiative, confidence and personal responsibility for action especially where solutions or ways forward are not clear.

- To be a skilled communicator who communicates with clarity, conviction and enthusiasm and is able to demonstrate integrity, create rapport and build trust and confidence.
- Ability to contribute to the development of positive and supportive team working relationships.
- To be determined and consistently persist with actions to achieve outcomes
- To bring together multi-faceted activities and teams to improve performance and/or resolve business critical issues.
- Analytical skills and using insight to inform change and plans.
- Willingness to flexibly work outside of office hours as required by the needs of the service.
- Hold registration with Social Work England.
- Hold a recognised social work qualification
- Ability to travel across Salford and Greater Manchester area either through use of a vehicle insured for business use or using public transport
- Excellent knowledge of Microsoft Office Systems.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our leadership behaviours

As a values-based leader you will:

- Model the values and embed them into the way your team delivers services.
- Hold people accountable for demonstrating the values.
- Respect and care for others, treating everyone fairly, valuing and welcoming diversity, respecting people's identity, listening and acting on the things people say to enable everyone to achieve their full potential.
- Be honest, taking responsibility for your actions and decisions.
- Use resources that you are trusted with wisely.

To lead others, you will:

- Listen to understand, not to defend.
- Give people the freedom to use their initiative.
- Provide opportunities for people to discuss and solve problems and issues – focussed on learning, not blame.
- Regularly provide coaching and support to others to help them achieve their objectives and potential.
- Appreciate and build on people's strengths.
- Motivate, engage, encourage and inspire others in order to be the best they can be.
- Build lasting productive relationships with residents, partners and elected officials.

To lead outcomes, you will:

- Be visible, inject pace, vigour and purpose.
- Expect high standards; mediocrity is not acceptable.
- Take an evidence and whole system approach in making decisions.
- Maximise technology and models to deliver quicker, easier, better services.
- Have a digital mindset, fully utilising digital systems and solutions to deliver services efficiently and effectively.

- Set context and challenging goals that will motivate people to take ownership, maximise performance, and develop.

To build and communicate a vision for the future you will:

- Be optimistic and ambitious for the city and its people, helping others to understand the need to change how we do things.
- Build strong collaborative relationships to find creative ways to make services more sustainable and flexible.
- Recognise and value the strengths of people and places, taking a strengths-based approach to make the most of opportunities.
- Support people through change, in undertaking new things, and taking risks.
- Take a place and whole system approach in designing, delivering, and leading services developing solutions with our partners.
- Ensure inclusion is integral to service delivery and organisational performance and develop a resilient, diverse workforce who reflect the increasing diversity of our city.
- Be optimistic and ambitious for the city and its people, helping others to understand the need to transform public services.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.