

# Service Manager – Leaving Care

Service	Reporting to	Location	Grade
Childrens Services	Head of Service	Various	5C

## About the role

- To be a part of Childrens Service Management team, to contribute to the overall management of the Leaving Care service to ensure the needs of children and young people are met.
- To have overall responsibility for the performance management of the social work teams within their responsibility and operational delivery of a key frontline service within the Children’s Services Directorate.
- 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 undertake Human Resource processes where needed, ensuring all staff are fully supported and can offer a good service to children, young people and families.
- To support the Ofsted Preparation within Children Services, working closely with Partners.
- The post holder will be required to undertake the role of Service Manager in any of the service areas across the Directorate, dependent 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

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- You will have oversight and management of the day to day delivery of all aspects of the **Leaving Care** service. Your role will have a focus on the quality and improvement of social work and service delivery
- You will lead on organisational changes and service contingency plans to support sustainability. This will focus on ensuring all work is outcome based and achieved within statutory expectations.
- You will be accountable to the Head of Service for the development and delivery of effective service provision and to inform strategic plans and priorities.
- You will be accountable to the Head of Service for staff care and development of team, for the health and safety of staff and individuals, and the safety of equipment and operations within the team.
- You will lead on effectively addressing the areas of learning from the Ofsted inspection, to ensure good and outstanding services are in place for all children, young people and families.
- 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.
- You will ensure that services are targeted, developed and delivered within policy and legal obligations and that budget management is maintained.
- 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.
- 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.
- You will contribute positively to the Business Plan Objectives and vision, by implementing and monitoring performance of strategic plans and ensuring that objectives within all relevant plans are met.

- 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 analyse monitor and support of each member of the teams contribution towards these in order to secure continuous improvement in the services provided and address any issues which may affect service delivery.
- To ensure that systems are put in 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 deputise on behalf of the Head of Service as required and carry out any other appropriate duties as may be assigned by the Directorate.

## What we need from you

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- Professional credibility through proven relevant experience.
- Model and demonstrates our values and behaviours.
- Experience of managing and supervising others, including attendance management and appraisals.
- 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.

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- 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 positive impact 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.
- Hold a current Social Work England registration
- Hold a recognised social work qualification
- Excellent knowledge of Microsoft Office Systems.
- Ability to travel across Salford and Greater Manchester area either through use of a vehicle insured for business use or using public transport

## What we can offer you

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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

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## 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 behaviour framework

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**Leadership is action, not a position. It's not just what we do but how we do it.**

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

**This framework is broken down into three main areas:**



**Leading Self** - making sure we are role modelling the values and invested in our own development, demonstrating integrity and authenticity.

**Leading People** - where we create high performing teams, and a culture that is inclusive, open and where everyone has a voice.

**Leading Salford** - setting the vision and purpose, and connection to the city, empowering others around you to ensure residents are at the heart of what we do.

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This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

## Our organisation's values

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**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

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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.

### Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation:

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