

TAMESIDE METROPOLITAN BOROUGH COUNCIL

CHILDREN'S SERVICES

POST: TEAM MANAGER – Out of Hours Service

JOB DESCRIPTION

POST OBJECTIVES:

1. Hold responsibility for the organisation, management and supervision of Out of Hours (OOH) services for children and families.
2. Hold responsibility for the development of high quality practice, ensuring all OOH work is appropriately planned, critically evaluated and reviewed and key performance indicators are met.
3. Contribute to overall strategic planning and management of OOH and to the development of high quality services.
4. Lead a team ensuring that the functions of OOH are carried out effectively and in accordance with the legislation, regulations, guidance standards and local procedures and priorities.
5. Continually improve services in the light of service user views, performance data and stakeholder feedback.
6. Work with partner agencies to develop and enhance OOH services across the partnership
7. Evening and weekend work as agreed on a rotational basis

1. Management of People

- Management of the Team in line with Service policy, procedure and guidelines with the inclusion of partner organisation staffing
- Implement the Council's Supervision Policy
- Adhere to the Council's Human Resource Guidelines for Managers, with particular reference to:
 - a) Recruitment and Selection
 - b) Disciplinary/Grievance/Capability Procedures
 - c) Equal Opportunities Employment Code of Practice
 - d) Attendance Issues, i.e. Annual Leave, Flexi Leave, Sickness Absence, Compassionate/Special Leave, Flexible Working, Maternity Provision
 - e) Exit Interviews
- Address issues concerning staff welfare in accordance with the Council's policies
- Comply with the Authority's Health and Safety Regulations
- Ensure induction of new staff joining the Team as per Children's Services guidance.
- Ensure that the training and development needs of staff within the Team are evaluated and actioned in accordance with the Authority's GEARS programme and the Service Training Strategy.
- Ensure that staffing practices of the Team are in accordance with Council policy e.g. in relation to casual/temporary employment.
- Operate Personnel Practices within the Authority's scheme of delegation and follow agreed processes with employees and Trade Unions.

2. Management of Finance & Resources

- Management of all budgets held by the Team
- Responsibility for budget monitoring and for the control of income and expenditure within approved levels.

- Ensure that the Team operates within the Service's Scheme of Financial Delegation, Council Standing Orders and Financial Regulations.
- Manage allocation of work in accordance with priorities, ensuring that planning and review functions are implemented where required and monitored and reviewed according to local procedures and priorities.
- Maintain effective workload monitoring within the Team.
- Contribute to the development of unit costs for the Team's activity.
- Participate in out of hours management cover as appropriate to the service area.
- Contribute to proposals for cost effective use of resources and plans for disinvestments and reinvestment.
- Management/operation of Team to accord with Best Value principles.

3. Management of Quality & Performance

- Responsibility for ensuring that work is undertaken to meet agreed standards but always striving for excellent practice
- Drive up quality of practice particularly in relation to record keeping and meeting of service timescales.
- Establish, sustain and develop a quality audit system within safeguarding to ensure that the services are delivered to the required standard and specifications.
- Contribute to the management of quality in the Service.
- Manage the performance of the Team, including multi-agency partners, setting individual and team targets as appropriate.
- Supervise staff in accordance with the supervision policy including the regular audit of casework and feedback to staff.
- Oversee multi-agency staffing in line with agreed policies and agreed protocols
- Share learning about good practice and to contribute to training and development activities to progress continuous professional development for all team members.
- To ensure practice meets the Standards set by the Department and where applicable on the Social Work England Website which can be found at the following: <https://www.socialworkengland.org.uk/standards/professional-standards>

4. Service Decisions

Responsibility for decision making according to the Service scheme of delegation.

5. Business Planning

Contribute to the planning process of the Service and to develop, produce and monitor the Team Plan.

Develop appropriate systems in conjunction with the Systems Information Management Team for the collection of performance data and data analysis.

Provision of reports using required formats for presentation and analysis of data.

6. Continuous Improvement

Contribute to the devising, implementing and evaluation of changes within the involvement of front line staff to continually improve services, systems and standards, in conjunction with the Service unit Manager, Head of Service and the Children's Management Team.

Tameside Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

TAMESIDE METROPOLITAN BOROUGH COUNCIL

CHILDREN'S SERVICES

PERSON SPECIFICATION

POST: Team Manager – Out of Hours Service

	<u>Personal requirements of a successful postholder</u>	<u>Category</u>
1.	<p><u>Education standard/qualification/membership of Professional Institution (indicate grade)</u></p> <ul style="list-style-type: none"> • SWE registration • Professional social work qualification (DipSW/Degree/Masters in Social Work) • Management qualification (MBA, DMS, ILM, NVQ4, Care Management) 	<p>E</p> <p>E</p> <p>E</p>
2.	<p><u>Specialised Training</u></p> <ul style="list-style-type: none"> • Legislation and requirements relevant to service area. • Management and Human Resource procedures • Managing Safety • Risk Assessment (Health & Safety) • Anti – Discriminatory Practice • Continuous Improvement • Project Management • NVQ Assessor • ICT 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
3.	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Post qualifying experience in Children's Child Protection Safeguarding services assessment and care planning. • Substantial post qualifying experience of the relevant service area • Experience of staff supervision • Management of social care services or joint services 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
4.	<p><u>Key Skills</u></p> <ul style="list-style-type: none"> • Manage activities to meet requirements • Contribute to improvements at work • Develop teams and individuals to enhance performance • Develop your own resources • Develop productive working relationships • Provide information to support decision making • Manage the use of physical resources • Manage the use of financial resources • Manage the performance of teams and individuals • Respond to poor performance in the team • Facilitate meetings • Manage information for action • Ability to fulfil all spoken aspects of the role with confidence through the medium of English 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

5.	<p><u>Key Knowledge</u></p> <ul style="list-style-type: none"> • Legislation, regulation and standards relevant to service area • Assessment and care planning process and procedures relevant to service area • Human growth and development and relationships • Planning and decision making structures and mechanisms relevant to the service area • Social care theory • Management theory and practice • Government and local objectives and targets for the service area • Role and function of key partner agencies in the statutory and voluntary sector • Knowledge of current developments in relevant service area 	<p>E E E E E E E E E</p>
6.	<p><u>Key Aptitudes and Personal Qualities</u></p> <ul style="list-style-type: none"> • Ability to demonstrate leadership • Willingness and ability to make informed and timely decisions • Negotiation skills • Ability to identify, analyse and communicate complex information • Ability to communicate effectively in a variety of media • Ability to influence others • Ability to manage change • Personal integrity and flexibility • Public service orientation • Ability to manage stress and work under pressure • Able to work flexibly including unsocial hours and weekends to meet the needs of the service 	<p>E E E E E E E E E E E</p>

For Information:

Category

- (E) Essential Requirement without which the candidate would be unable to carry out the duties of the post.
- (D) Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.

Tameside Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment