

Job Description and Person Specification Profile – Out of Hours Team Manager

Out of Hours Team Manager

Childrens services

Service:	Children's Services
Salary & Grade/Band/Pay Range:	J
Job ID:	DH26-P
Professional Grade Category:	Professional
Responsible to:	Service Lead for Families Valued
Location:	Tameside One
Probationary Period:	6 months

What's the post, and what are we looking for?

We are looking for

We are looking for an experienced Team Manager to lead our newly designed out of hours service. The aim of our service is to support and assist children, young people, families, and professionals outside of regular office hours. This service is designed to handle emergencies, safeguarding concerns, and statutory duties that arise outside of normal office hours and will work closely with other services within the council to provide on-going help and support.

This role is crucial in leading the continuation of support that is much needed in periods of crisis when day services are not fully operational and where families need support wrapped around them enabling children and young people to remain safe and cared for by people they know and trust.

Main Duties and Responsibilities include:

- To manage the Team in line with Service policy, procedure and guidelines
- To implement the Council's Supervision Policy
- Adhere to the Council's Human Resource Guidelines for Managers, with reference to:
Recruitment and Selection
Disciplinary/Grievance/Capability Procedures
Equal Opportunities Employment Code of Practice
Attendance Issues, i.e. Annual Leave, Flexi Leave, Sickness Absence,
Compassionate/Special Leave, Flexible Working, Maternity Provision
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
- Ensure that the staffing practices of 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.

- 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 assessments,
- Care plans and review functions are implemented where required and monitored and reviewed according to local procedures and priorities.
- Maintain effective workload monitoring within the Team.
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 assessments, report writing, record keeping and meeting of statutory timescales.
- Establish, sustain and develop a quality audit system within the Team to ensure that the Team delivers services to the required standard and specifications.
- Contribute to the management of quality in the Service.
- Manage the performance of the Team, setting individual Team targets.
- Supervise staff in accordance with the supervision policy including the regular audit of casework and feedback to staff.
- Share learning about good practice and to contribute to training and development activities to progress continuous professional development for all team members.

About you

Your essential qualifications

- Recognised Social Work Qualification i.e., CQSW, DipSW, BA/MA Hons Social work or other relevant degree in social work
- Current Social Work England registration

Your essential skills, knowledge and experience

- Substantial post qualifying experience of social work
- Proven experience of providing professional supervision / line management
- Detailed knowledge of key legislation, statutory guidance, regulations and frameworks in relation to children
- Detailed knowledge of relevant legislation and social policy issues; and of different approaches to social work practice, paying particular regard to relational and restorative approaches with children and their families
- Experience of multi-agency working in relation to meeting children and young people's needs, paying full regard to information sharing protocols and best practice
- Where relevant, Court knowledge and skills including meeting management and reporting
- Working knowledge and experience of preventing escalation of need and the application of early help intervention or statutory services to children and families including understanding threshold application
- Experience of working with complex situations with a focus on problem solving
- Experience of using solution focused approaches in practice
- Excellent interpersonal skills, with an ability to collaborate both verbally and in writing with multi-agency partners, including report writing
- Strong conflict resolution skills
- Ability to lead and motivate staff teams and of developing a culture that has achieved a high level of performance
- Ability to build partnerships with a wide range of professionals, external partners and stakeholders
- Strong ability to assess and manage risk
- Determination to improve the quality of life outcomes for all children and young people, particularly those who are most vulnerable and at risk.
- Ability to organise and prioritise work within appropriate timescales and meet KPIs
- Inclusive in approach and sensitive to diversity, demonstrating a commitment to anti-oppressive and anti-discriminatory practice
- Able to work effectively at both a strategic and operational level and be committed to developing and improving our services, working in collaboration with service users and communities
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our STRIVE values underpin our practice and behaviours and are at the heart of everything that we do:

