

Practice Manager

Role Profile

Service: Children's Services
Band: Band 11
Reporting to: Head of Service
Responsible for: Advanced Practitioners, Social Workers, Family Practitioners / Support workers



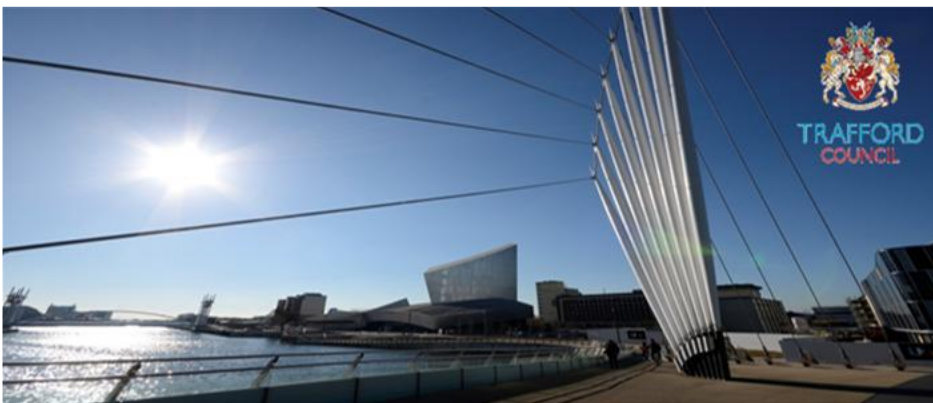
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

In Family Help & Children's Social Care, we are committed to delivering the right support at the right time, first time, and in the most effective way for children and families who need support. We aim to use the least intrusive approaches possible to safely ensure children grow up in an environment where they are safe, happy, have positive and secure relationships and are able to fulfil their potential.

Your Main Priorities

- Promoting Trafford Council's vision, objectives, and priorities effectively to your staff, our partners, and the public and inspire others by role modelling our organisational values at all times. You will promote a culture of value for money, outcome-based customer focus and continuous improvement.
- Ensuring that a family support service is provided to children in need of protection and deliver multi-agency family support plans.
- Providing effective professional oversight and practice supervision and advice to support in the management of the team
- Supporting the Head of Service with the management and delivery of the service, in line with departmental and legislative requirements

Key duties

- Ensure that a high-quality service is provided to children and families by:
 - Taking a lead role for the team, to make management decisions, to review, advise and to give informed direction when required.
 - Ensuring that practice serves to continuously improve the quality of life outcomes for children and young people.
 - Ensuring that integrated support packages are commissioned, coordinated and delivered through the lead professional role and those children and young people's plans are reviewed within the required timescales.

- Ensuring that effective care planning takes place for all children, including cared for children and care experienced young people.
- Ensuring that services for children, young people and families are accessible and that stakeholders are fully engaged and participate in the development and improvement of services.
- Providing effective professional and practice supervision and advice and to support in the management of a team of Social Workers, Family Practitioners and when placed Student Social Workers by:
 - Taking responsibility for the line management and professional supervision of a number of social care staff within the team, providing direction through clear advice and decision making, ensuring effective practice is in place.
 - Maintaining managerial oversight of case work interventions, monitoring the quality documents within timescales and attending/chairing meetings when necessary.
 - Using performance management information to monitor and manage the allocation of work ensuring equitable workload management.
- Promoting and facilitating multi-agency working by fostering a climate of teamwork, cooperation, achievement, a common purpose and a shared value base.
- Assisting the Head of Service in the recruitment of staff and induction into the service.
- Driving the quality of practice and ensuring that all assessment and planning is clear, purposeful and timely so as to foster a culture of working “with” families to support and empower them to change where required.
- Understand, use and report on management information for the team and incorporation of the wider service area; to recognise and anticipate patterns of delivery and impact for the team and service.
- Supporting the Head of Service with the management and delivery of the service, in line with departmental and legislative requirements by:
 - Maintaining your own and staff’s compliance with relevant legislation, statutory guidance, regional and local policies and procedures and ensuring that service delivery is in line with national frameworks and developing standards.
 - Ensuring that practice works towards achieving overall service objectives and key performance indicators (KPIs)
 - Implementing a robust system of monitoring to ensure that manual and electronic record keeping and report writing is of high quality and is in accordance with GDPR, the case recording policy and is undertaken within the required timescales
 - Chairing Family Meetings, Reviews, Strategy Meetings and attending key meetings for example, Child Protection Conferences.
 - Deputising for the Head of Service if appropriate and when required.
 - Effective Financial and budget oversight
- Any other duties commensurate with the grade of the post

About You

Qualifications and Professional Development

- Recognised registered professional qualification in social work e.g. CQSW, CSS, DipSW, Degree of Social Work or equivalent
- Evidence of continued professional and personal development and post-qualification career progression
- Must be registered with Social Work England

Experience and Knowledge

- Substantial post qualifying experience of social work
- Proven experience of providing professional supervision / line management in line with council policies
- 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 experience 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

Skills and abilities

- Excellent interpersonal skills, with an ability to collaborate both verbally and in writing with multi-agency partners, including report writing
- Strong conflict resolution skills
- Financial, analytical, problem solving and creative thinking skills which link to strategic decision making and planning
- 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

Special Conditions

- Enhanced DBS required
- Commitment to working outside of normal hours from time to time, including weekends, if required
- Willingness to travel within and outside of the Trafford area, if required

Date prepared/revised	21.5.21 / Transferred to new template Sept 23 / Updated 10.06.25
Prepared/revised by	VB / RCB / R Pollard
Job Evaluation	Existing

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.