

Job Profile

JOB TITLE: Deputy Team Manager

GRADE: POC

POST NO: Multiple

JOB TIER: 4

DBS CHECK: Enhanced

GROUP: Children's Services

SERVICE: Children's Services

REPORTING STRUCTURE

Reports to: Team Manager

Direct Reports: Up to 5

Indirect Reports: Deputises for the Team Manager
Management tasks delegated by line manager

ROLE PURPOSE:

The Deputy Team Manager (DTM) in Social Care plays a crucial role in supporting the service delivery and the Team Manager (TM) in overseeing and leading a team of social care professionals. This position ensures that the team is supported to deliver high quality service in line with the statutory requirements, service plans and Team Manager's requirements. The Deputy Team Manager will support the Team Manager (and deputise when the TM is not available) and will manage and supervise staff in the team. Staff can be multi-disciplinary staff, social workers, newly qualified workers, etc. The DTM will ensure that the colleagues they supervise deliver high quality services to various cohorts. These can be carers, children, young people and families in need of support, protection.

Reporting to the Team Manager, the Deputy Team Manager's responsibilities include:

- Ensuring the safety and wellbeing of children and young people
- Enhancing outcomes for children and young people, families and carers
- Assisting in leading, managing, and supervising practice, learning and development for the team
- Evaluating, planning, delivering, and reviewing services ensuring they are of high quality, deliver value for money and are in line with the council's and the service's priorities
- Ensuring quality of practice, managing performance.
- Participate in the Service's delivery of Quality Assurance Framework
- Act as practice leader in the Team promoting continuous learning and support the Team Manager in developing practice.

A. Job Description

1. Team Leadership and Management:

- Support the Team Manager in the day-to-day management of the team and deputise as needed.
- Provide supervision, guidance, and support to team members.
- Ensure effective communication within the team and with other stakeholders.
- To ensure an adequate induction of new staff
- To act as a resource for other team members across the service in providing advice and guidance as required
- Support the newly qualified team members

2. Operational Service Delivery:

- Oversee the assessment, planning, and delivery of the service providing support and challenge.
- Ensure compliance in the team with relevant legislation, policies, and procedures.
- Monitor and evaluate the quality and effectiveness of services provided focussing on then outcomes and impact.
- Facilitate risk management and mitigation strategies within the team.
- Ensure the team adheres to safeguarding policies and practices.
- Collaborate with other teams and stakeholders to enhance service integration and coordination.

3. Professional Development:

- Identify training and development needs of team members through supervision, practice observation, quality assurance.
- Identify, facilitate and promote professional development opportunities and individual responsibility for self-development.
- Conduct performance appraisals and manage performance with the support of the team manager and business partners.

4. Case Management:

- Manage a small caseload of complex work as required.
- Provide expert advice and support to team members on their work
- Ensure timely and accurate record-keeping and reporting and remain focus on impact and outcomes.
- Provide supervision as agreed and required to ensure team members receive the necessary guidance and support.

5. Strategic Planning and Development:

- Contribute to the development and implementation of team plans and objectives.
- Participate in service reviews and improvement initiatives.
- Deputise in the absence of the Team Manager
- Ensure that the service is prepared for statutory inspections and scrutiny by promoting good practice at all times.

6. Financial & Resource Management

- To be accountable and to take responsibility for, the effective management of the allocated budget for the service in line with the Council's financial regulations and priorities, including review planning and future resource commitments.
- To contribute for the effective management of the allocated budget and assets of the team. This involves overseeing expenditure, aligning resource allocation with strategic decisions, and ensuring cost-effectiveness and value for money.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems;
- To ensure that all workforce expenditure is compliant with corporate guidance.

7. Continuous Improvement

- Assist the Team Manager in creating and implementing strategic plans to enhance service delivery.
- Evaluate the impact of current strategies and initiatives, providing feedback for improvement.
- Ensure comprehension and adherence to national and local policies and requirements.
- Facilitate group supervision to upskill team members and promote best practices.
- Monitor and analyse service performance data to identify areas for continuous improvement.
- Encourage a culture of innovation and continuous learning within the team.
- Support the implementation of new technologies and methodologies aimed at improving service efficiency.

8. Additional Responsibilities

- To demonstrate adaptability in the face of adversity, with the ability to handle high-pressure situations and make difficult decisions
- The duties and responsibilities outlined in this job profile are indicative of the role, however they are **not exhaustive and** may be subject to change. In addition, you will be required to undertake other **reasonable duties** as directed by your manager.

9. Key Performance Indicators

- KPIs will be developed, through the Appraisal process encompassing current council and service area priorities.
- The post holder is responsible to contribute to all KPI's relating to the team performance, the effectiveness and efficiency of delivery, and to support all other KPIs as identified jointly between the position holder and line manager.

B. Person Specification

This person specification will be used for recruitment to this vacancy and will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
	✓	✓
Substantial relevant experience in supporting and managing staff together with the relevant professional qualification at degree level or equivalent	✓	
Social work qualification and registered with SW England	✓	
Evidence of continued professional development and post qualification activity, including research, practice educating, delivering training etc.	✓	
Accredited management qualification or equivalent experience		✓
3 or more years' experience in social work within statutory social care services	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
	✓	✓
Understand the statutory duties relevant to the service area of responsibility.	✓	
Current registration with SW England	✓	
Demonstrates high level analytical and critical thinking skills	✓	
Demonstrates sound judgement in the absence of clear guidelines, seeking advice as necessary	✓	
Ability to analyse information/evidence, assess options and draw appropriate conclusions/make decisions	✓	
Able to work flexibly to meet the needs of the service including out of hours work as required	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
	✓	✓
Experience in social care including the management and supervision of qualified and alternatively qualified staff	✓	
3 or more years' experience in social work within statutory social care services	✓	
Experience of delivering a Council's statutory duties with regard to social care	✓	

Strong knowledge of social care legislation, policies, and best practices.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
	✓	✓
Knowledge of the statutory social care legislation, policies and processes.	✓	
Understanding safeguarding principles and procedures	✓	
Knowledge of the legal framework in which children services are operating and ability to represent the service	✓	
Knowledge of research, policy and practice developments in relation to the service, using the principle of ‘what works’ and “good practice”	✓	
Awareness of current issues and trends in social care	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
Passion to make a difference: Strives to improve outcomes for residents, identifying efficiencies and smarter ways of working, and encouraging creative input from others- so that solutions developed are practical, fit for purpose and implemented appropriately.	✓	
“Can do” positive attitude: Identifies opportunities for organisational change, taking into account the wider impacts of change; ensuring the needs of stakeholders and residents are considered and acts as a positive role model for new initiatives.	✓	
Leads and inspires others: Values the contribution of others and fosters a culture of respect, diversity and inclusion, encourages constructive, open feedback and innovative thinking.	✓	
Credibility: Gives clear and consistent direction involving others whilst retaining accountability.	✓	
Drives improvement: Examines and considers risk, balancing risks against improvements, and ensures improvement plans are appropriately resourced and supported.	✓	
Decision maker: Willing to make difficult decisions and remain accountable for those decisions and takes personal responsibility for communicating these.	✓	
Team Player & Networker: Facilitates effective team, resident and stakeholder relationships to achieve organisational objectives. Works and liaises with other management teams across departments and wider public sector.	✓	
Management:	✓	

Ensures effective business delivery through influencing and motivating others, providing direction, promoting a culture of high performance and an environment of dignity and respect.		
Communication: Excellent verbal and written communication skills	✓	

The council has a set of values which guides us in our behaviours at work. All council employees must demonstrate as an essential requirement for the job. These are:-

Respect	We appreciate what makes us different and include everyone	<ul style="list-style-type: none"> • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative	We believe in the power of working together	<ul style="list-style-type: none"> • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient	We deliver the best possible outcome by carefully managing our resources.	<ul style="list-style-type: none"> • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity	There is no gap between what we say and do.	<ul style="list-style-type: none"> • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open & Honest	We are transparent in the actions and decisions we take.	<ul style="list-style-type: none"> • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.

GUIDANCE NOTES

JD Deputy Team Manager

The job description is a broad list of responsibilities and outcomes. It is not a list of tasks.

Some grades are nationally prescribed, and the job evaluation scheme does not apply to these posts i.e. Soulbury, Youth and Community Workers and Teachers.

The person specification describes the skills, knowledge, qualifications and specific conditions required to undertake the role.

This person specification will be used for recruitment to the post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

Person specification criteria must be objective, relevant and measurable for applicants to be assessed on merit.

Asking for time-linked experience must be justifiable as it could be age discriminatory. The quality of the experience is often more relevant than the quantity.

Appendix 1

Organisational Chart

Copy of Organisational Chart showing reporting lines of role