

# Team Manager Role Profile

## Children's Social Work Teams



Social Work Team Manager

The *Team Manager Role Profile* describes the typical responsibilities, required skills and knowledge together with the desired behaviours of a Social Work Team Manager within the London Borough of Hillingdon.

**DIRECTORATE:** Children & Young People Services

**GRADE:** POD

**SALARY RANGE** £55,155.00 - £59,328.00

**REPORTS TO:** Assistant Director

**EVALUATED:** April 2015

## Professional Registration & DBS

It is a requirement for continued employment that professional registration is maintained with the HCPC. Professional registration fees are reimbursed as part of the London Borough of Hillingdon's commitment to professional practice.

An Enhanced DBS Check is a requirement of all Team Manager roles.

## Local Government Pension Scheme

Employees are eligible to join the LGPS. Team Managers at grade POD fall into the employee contribution band of 8.5% (subject to tax relief). The employer contribution varies but level is currently 22.1% equating to a contribution of between £10,097 and £10,929 p.a.

## Practice & Career Development

An in-house Management & Leadership Development Programme is offered to all managers and a specific Team Leader Programme is available for Social Work Team Managers working in the Children & Young People's Services.

The Council provides a number of vocational and academic qualification opportunities including access to a modular MSc course in Advanced Social Work Practice.

We promote research-based practice by providing our social work teams with free access to the *Community Care Inform* tool.

## THE TEAM MANAGER ROLE

### Purpose

*To provide a high-performing social work service to children and families in accordance with departmental policies, procedures and statutory requirements.*

- To promote the council's vision of 'Putting Our Residents First' as applied to own service area.

- To lead, motivate, nurture and manage a team of social work professionals, ensuring that the service provided is of a good quality, is effective and delivers positive outcomes.
- To use regular supervision and performance management tools to manage team performance and quality assurance, resources and budgets in collaboration with colleagues and key stakeholders.
- To be accountable for the practice and development of team members and ensure effective practice supervision and performance appraisals are conducted.
- To support, mentor and coach team members to enhance the quality of practice.
- To support and manage change as needed within the area of responsibility

### Typical Responsibilities

- Model and promote the social work role, using critical reflective skills in management and supervision to enhance team practice.
- Effectively manage operational resources, including scheduling of employees and absence management.
- Ensure caseloads are allocated and managed within agreed departmental levels.
- Carry out audits of cases as part of the quality assurance framework.
- Contribute to the delivery of all department service and team performance plans.
- Ensure all agreed Safeguarding procedures are in place, including adherence to the Local Safeguarding Board's *Safer Recruiting* policy.
- Facilitate the effective communication of key council and departmental messages across the service.
- Promote and ensure team knowledge of the *Professional Capabilities Framework*.
- Monitor and implement the *Standards for Employers of Social Workers* within own area.
- To maintain and develop key relationships and networks with colleagues, partnership agencies and other stakeholders.
- To chair professional and multi-agency meetings as required.
- To represent the council at court and provide expert advice and support to social work employees as required.
- Maintain a safe working environment, meeting the obligations of the Health & Safety at Work Act and other key legislation. Maintain knowledge of the council's Health & Safety management system requirements and conducting risk assessments and maintaining records as required.

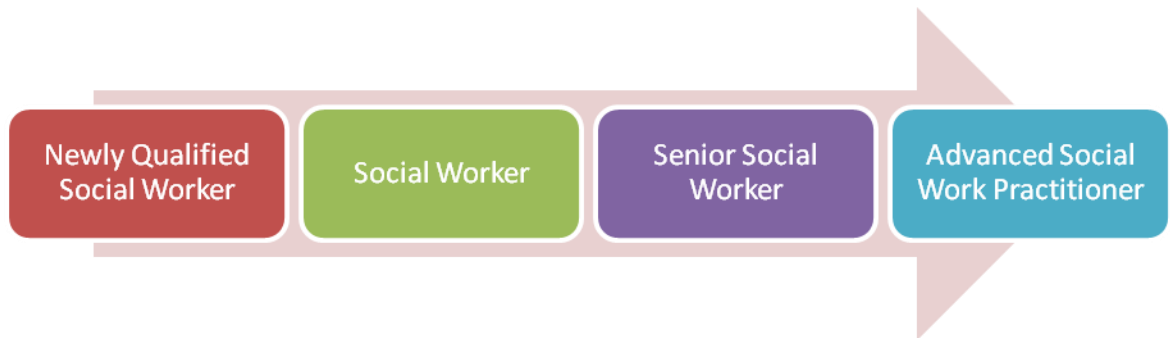


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- Utilise key systems and tools including; Protocol, Oracle Financials, HR Self-Service, MyFirstCare absence management, H&S risk assessment and incident reporting

### About Your Team

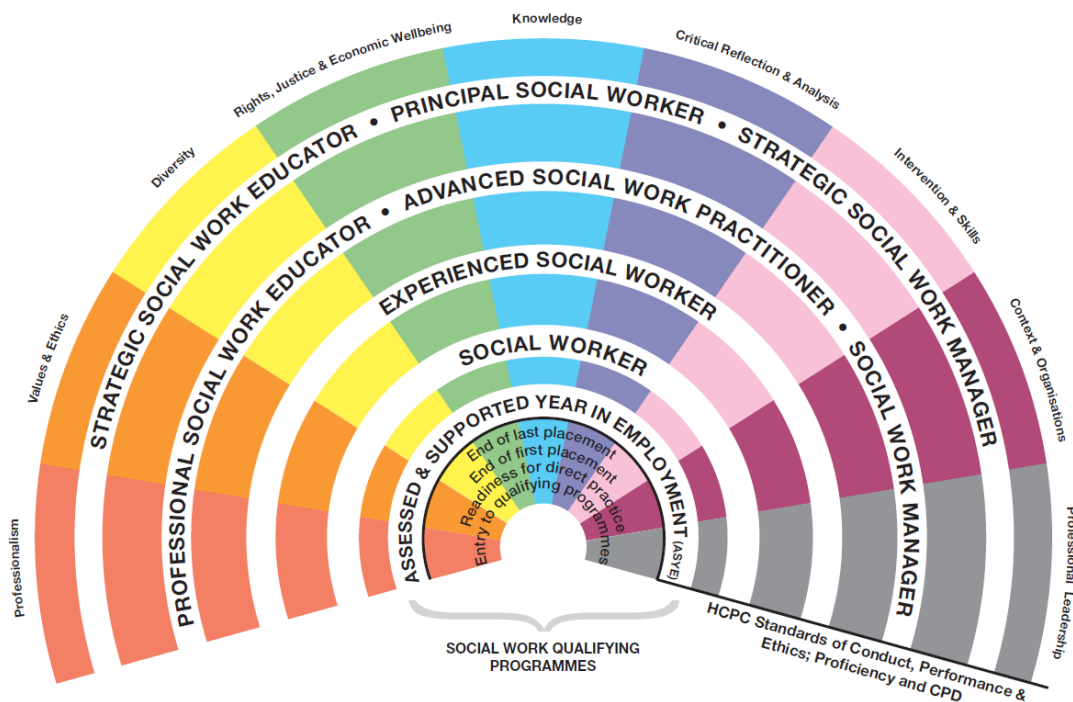
- The *Social Worker Role Profile* describes the typical activities, required skills and knowledge together with the desired behaviours of a Social Worker at each of the four non-management levels of the Social Worker Career Path.



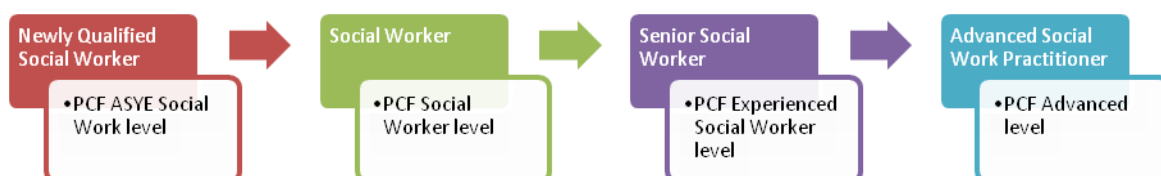
- Typically your team would consist of up to seven social workers at various levels across the profile. You may also manage non-qualified team members.
- You are expected to ensure that every member of your team receives monthly individual supervision where casework is reviewed and reflective practice is promoted.
- Practice development should be discussed in reference to the standards outlined in the Professional Capabilities Framework (PCF).
- Your team works collaboratively with regular 'pod' meetings which are used to discuss casework, share knowledge, offer appropriate challenge and create an environment where learning and practice development is encouraged.
- You will undertake regular performance management meetings to ensure the throughput of work is in line with Department and legislative requirements.

## PROFESSIONAL STANDARDS

The Professional Capabilities Framework (PCF) outlines the professional standards required by each level of Social Worker, including management, in the London Borough of Hillingdon (LBH). These standards are outlined across nine 'domains' - Contexts & Organisations; Critical Reflection & Analysis; Diversity; Interventions & Skills; Knowledge; Professional Leadership; Professionalism; Rights, Justice & Economic Wellbeing and Values & Ethics.



The *Social Worker Role Profile* maps directly onto the PCF as indicated below. Social Workers should familiarise themselves with the appropriate standards set out in the PCF as they form the basis of the professional performance standards for Social Work roles in LBH.



## STANDARDS FOR EMPLOYERS OF SOCIAL WORKERS

The London Borough of Hillingdon is committed to implementing *The Standards for Employers of Social Workers in England*.



These Standards, published by the Local Government Association on behalf of the Social Work Reform partners, aim to sustain high quality outcomes for service users.

The Standards provide for clear accountability, effective resourcing and allocation of workloads to ensure risks are safely managed. They ensure that each Social Worker received regular, high-quality supervision together with access to appropriate training and continuing professional development.

## PERSON SPECIFICATION

*This Person Specification is used during recruitment selection and progression assessment.*

Criteria	Essential Requirements	Desirable Requirements
<b>Qualifications</b>	Professionally qualified Social Work degree or equivalent	Postgraduate Social Work degree or equivalent / Practice Educator Professional Standards (PEPS)
<b>Professional registration</b>	HCPC Registered	
<b>Management Experience</b>	Demonstrable high-level of social practice combined with extensive practice supervision of other social workers which should be relevant to the Service area	Experience of all aspects of managing team of social workers
<b>Mobility</b>	To be flexible and travel as required by the needs of the service	Current UK driving licence and access to own vehicle for business purposes
<b>Professional Capabilities Framework (PCF)</b>	Meets the Social Work Manager standards outlined in the Advanced Level Professional Capabilities of the PCF	Working knowledge of all levels and domains of the PCF up to, and including the Advanced Level Professional Capabilities

<b>Employer Standards</b>	Knowledge of all 8 Standards for Employers of Social Workers	Experience of embedding the Standards for Employers of Social Work in a team environment
<b>Practice Experience</b>	Have experience of working at a senior level in statutory child care social work including work and/or management of child protection and children in need cases	Evidence of managing a front line social work team
<b>Legal knowledge</b>	Knowledge & Skills of Court Proceedings and the Public Law Outline (PLO)	Evidence of case management of cases within the PLO