

**Manchester City Council
Role Profile**

**Team Manager, Grade 9
Children's Social Care, Directorate for Children's and Families
Reports to: Service Lead**

Job Family: People Care & Support Direct

Primary purpose and scope

This role will lead and manage a social work team ensuring the service provided is effective and delivers positive outcomes for children and their families ensuring that the social workers you have responsibility for meet the statutory requirements set through legislation, national and regional guidance in respect of children in need, child protection, looked after children and care leavers.

Key accountabilities:

Promote and govern excellent practice and develop excellent practitioners

Supervise staff and resources within the team as part of the delivery of high quality services to children and families according to the aims, targets and objectives of the service.

Ensure the team understands and adheres to the Quality Assurance Framework, including ensuring that the relevant case audits are undertaken, and that continuous improvement is evidence based and includes learning from SCR's and research to inform practice and decision making

Ensure effective assessment, risk management and child protection and care planning protects the most vulnerable

Shape and influence the practice system demonstrating confident analysis and decision making

The post holder will ensure that supervision is reflective, challenging and explorative to enable informed decision making on cases that occur to safeguard children and vulnerable adults, and is based upon best evidence from research to inform complex judgements, promoting professional curiosity and solution focused approaches to problem solving routinely within informal and formal supervision.

Develop effective partnership working that is positive and constructive and respectful of differing roles and responsibilities and the value they can bring to safeguarding children and vulnerable adults. Support team members both internally and externally with partners as part of sharing information and developing safe multi-agency plans.



Demonstrate effective use of power and authority

Be confident and knowledgeable in child care and family law, and understand the statutory guidance and its processes in order to safeguard and promote the best outcomes for children and vulnerable adults.

Ensure social work practice is purposeful and effective

Ensure the regular use of quality assurance processes in the scrutiny and development of frontline practice identifying areas for improvement and rectifying these when identified they are needing alignment to enable effective service delivery.

Recognise and address behaviours that are resistant to change in families, prioritising and acting where immediate action is required and taking steps to safeguard children.

Provide emotionally intelligent practice supervision

Hold an empathetic position about difficult circumstances experienced by children and families, learning from their feedback and complaints to shape and improve service delivery.

Deliver effective performance management to drive improvement

Provide informal and formal supervision to team members on a regular and ongoing basis, leading and managing the effective use of performance processes and systems in the team to promote effective service delivery.

Manage the team's overall and individual performance, quality assurance processes, resources and budgets (in collaboration with other key stakeholders).

Communicate the vision of Manchester city council to team members so that the vision and their valued role within it are made clear. Recognise and address behaviour resistant to change, ambivalent or selective cooperation within staff groups that are impacting on change programmes.

The post holder will contribute to the corporate parent ethos by encouraging and advocating for resource and support for children. The post holder will act in ways to protect the reputation of the employer and social work profession at all times.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Team Manager – Key Behaviours, Skills and Technical Requirements

Generic Behaviours: Manager

- **Demonstrating Resilience:** Follows through on commitments made and sticks with a problem or issue until it is resolved
- **Working Together:** Personally builds effective relationships with colleagues or partners outside their own area to improve organisational performance and service quality
- **Personal Responsibility:** Shows integrity, creates rapport, trust and confidence
- **Positively Aspiring:** Drives change by persuading and influencing others and coaches others to take responsibility for change

Generic Skills

- **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.
- **Communication skills:** Ability to communicate in an articulate manner, expressing opinions, communicating key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- **Problem solving and decision making:** Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
- **Planning and Organising:** Business planning skills with ability to identify and assess risks, manage change and make long term plans which impacts on the whole service.
- **Analytical skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- **Financial management:** Resource and financial management skills to develop effective planning, financial management and reporting frameworks. Manage allocated resources effectively, delivering business performance and value for money.
- **Strategic Thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans
- **Creative skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

Technical requirements (Role Specific)

- Must hold a recognised social work qualification.
- To be registered with the Health and Care Professions Council (HCPC)
- Must hold a current valid Enhanced DBS (Disclosure and Barring Service) check.