

JOB DESCRIPTION

Job Title: Service Manager	Service Area: Children in Care	
Directorate: Children's Services	Post Number:	Evaluation Number: LBN 273
Grade: SMR B	Date last updated: July 2020	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

OVERALL PURPOSE OF JOB

1. To have leadership responsibility for the delivery of statutory services within a defined service area within the Children's Social Care and Safeguarding Directorate consistently applying high standards to deliver good outcomes for children, care leavers and their families.
2. To contribute to and support the Newham Together Vision including the implementation of our Strategic Improvement Plan for Children's Services; the Children and Young People's plan and specific improvement initiatives related to external regulation.
3. To embed our Restorative approach to the culture in Newham and our Systemic model of social work practice.

4. To be an active member of the Service management team, to work collaboratively with colleagues and external stakeholders to achieve our service plans and priorities.
5. To lead and manage your service areas of the Council to deliver a safe, high quality, cost effective and timely service to our children, families and workforce.
6. To champion our priorities and obsessions to improve the lives of children families and care leavers

JOB CONTEXT

1. The post holder reports to the Head of Service.
2. The post holder line manages up to six teams of practitioners and is accountable for up to 30 staff with matrix management relationships with clinical staff.
3. The post holder has budget responsibilities of up to £2M and contributes to the budgetary management of the whole service up to £10M
4. The post holder may be required to work evenings, weekends and occasional public holidays in order to meet service and on call requirements.

ACCOUNTABILITIES ALL SERVICE MANAGERS

1. To be responsible for the effective operation of statutory services ensuring that children, young people and families who require statutory interventions are effectively safeguarded and that looked after children and care leavers receive the highest possible standards of care.
2. To directly manage the Practice Leaders within the Service to ensure all quality standards are consistently achieved; statutory obligations and procedures are met and there is compliance with service level and corporate policies.
3. To maintain regular supervision and appraisal of direct reports ensuring timely decision-making, professional guidance and support, recognising good practice and areas of underperformance, with appropriate plans in place to address performance issues.
4. To ensure that social work and social care practice is effectively supervised by all line managers within your service areas to focus on improved outcomes for children and young people, alongside professional support and development of staff.
5. To drive a continuous service performance and improvement culture through the establishment of service objectives and performance indicators. To work strategically with peers to ensure performance and improvements are monitored across Children's Social Care.

6. To be accountable for service progress against a service plan and a set of agreed key performance indicators and targets; providing regular and reliable management information and the analysis to inform continuous learning.
7. To create an environment of high support and high challenge enabling prompt and corrective action when outcomes and key performance indicators for children, families and care leavers are not being achieved in defined service areas and with peers across Children Social Care
8. To have lead accountability for the Children in Care Service
9. To establish and maintain strong partnerships with multiagency partners to deliver effective support for children, young people and families with child safeguarding and /or corporate parenting needs. This includes responding promptly to concerns raised by internal and external stakeholders about individual children and service wide issues as well as collaborate to create the most effective service provision for children, families and care leavers
10. To establish arrangements so that Newham children families and communities can play an active role in assessing the quality of service received and developing ideas for service and staff improvement. To lead service user forums and feedback to evaluate the quality of service delivered in partnership with the Quality Assurance Service.
11. To ensure that decisions about children coming into public care, returning home or to the wider family or moving to new permanent families are rigorous and defensible. Moreover, that the long-term consequences of decisions are properly explored and understood.
12. To provide briefings to Directors; Heads of Service and Council members in response to specific case matters or development of policy and legislation relevant to the service in the interests of children, families and care leavers.
13. To ensure that practice standards and procedures are adhered to and that staff within the service contribute to the development and review of these standards. Promote and develop best practice opportunities with staff, children and young people.
14. To participate in recruitment activity for the service including the provision of learning opportunities for social workers in training.
15. To promote a strong culture of learning, development and performance improvement within the service and ensure that staff have access to training and development opportunities. Develop staff with emerging leadership talent, and support retention through the provision of challenging, interesting and motivating opportunities.
16. To ensure budgetary management and control for the service area in line with agreed strategy and follow financial governance arrangements. Manage the efficient use of resources within the service area.
17. To act in a way that protects the reputation of the Local Authority and the social work profession, whilst always privileging the best interests of children. To immediately

alert the Head of Service to any issues that may leave children at risk or place the Council at reputational risk.

18. To promote and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
19. To ensure that all services are maintained to the required standards as directed within business continuity and resilience policies.
20. To ensure that Health & Safety legislation and the Council's Health & Safety requirements are all complied with.
21. To undertake other duties that may be required from time to time.

Politically Restricted Posts

In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or subcommittee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.

Service Specific Elements:

Children in Care	
Responsibilities	<p>To be responsible for the delivery of a good service for children in care. This will include our unaccompanied and asylum seeking children.</p> <p>To line manage the team managers in the service and provide leadership of practice throughout the service</p> <p>To create and maintain a restorative culture within the service, implementing systemic practice to and a co-productive approach to service development</p> <p>To champion the needs, rights and voice of our children in care across the wider service and Local Authority</p>
Service Specific components <ol style="list-style-type: none"> 1. Leadership of up to 5 teams of social workers; ensuring that the teams work consistently and collaboratively. 2. To create an environment where relationship practice flourishes 3. To ensure that the professional development of staff continuously improves the outcomes for our children; that the impact of the trusting relationship built between the social worker and child is seen in their progress 4. To provide leadership that will reflect the management practice standards, engender a learning service culture and approach that will be conducive to developing agile best practice and service development. 	

5. To broker effective and trusting relationships with internal and external partners to ensure we collaborate to develop and deliver a high standard offer to our children looked after.
6. Manage performance in accordance with plans to provide high support and high challenge in the interests of the individual children and the service as a whole.
7. Ensure that all practice and service provision complies with statutory guidance and regulation.
8. Ensure that all children have a good standard care or pathway plan, where children are active participants in their plan and where actions are followed through with practice that engages other partners.
9. Ensure that needs and risks for children are appropriately assessed and effective risk management and safety plans are in place for all.
10. To promote child focused and timely permanency planning for all children in care and to ensure adherence to the family justice reforms enshrined in the Children and Families Act 2014 across the service.
11. Provide effective support to children who offend and / or have been sentenced to community and custodial sentences.
12. Ensure that children have a good understanding of their life story and are supported to reach that understanding through reliable relationships with the service and providers of therapeutic interventions.
13. Enable children to experience permanence through an understanding of their family history, safe relationships with family and kinship networks and a stable, good quality care experience.
14. To deliver a service where children are supported in their health and in their education, to optimise their achievement in line with their needs and ambitions
15. To represent the service within partner relationships and commissioned services for children in care.
16. Ensure continuous improvement and learning is promoted through effective quality assurance activity and acting upon feedback from our children, their carers and their families
17. Effectively manage demand and provision of services to enable manageable caseloads for social work practitioners
18. To ensure that complaints and members enquiries are responded to within agreed timescales and that response letters are of consistently high quality.

Personal Specification

Job Title: Service Manager	Service Area: Children's Social Care & Safeguarding	
Directorate: Children's Service	Post Number: TBC	Evaluation Number: LBN 273
Grade: SMR B	Date last updated: July 2020	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that, you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	

QUALIFICATIONS: <ul style="list-style-type: none"> • Recognised Social Work Qualification & Registration with Social Work England. • Significant post-qualifying experience as a manager in a statutory social work setting that includes managing high-risk cases and care planning. • Evidence of continuing professional development in line with the Skills and Knowledge Statement for Practice Leaders 	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
KNOWLEDGE: <ul style="list-style-type: none"> • Extensive knowledge that meets the requirements of the DfE Knowledge and Skills Statement for Practice Leaders and Practice Supervisors. • Accountable for ensuring the highest professional standards and professional conduct. • The ability to interpret data to maximise service performance and strategic direction. • Knowledge and awareness of the issues relating to communities from different ethnic and cultural backgrounds and Equal Opportunities. • Understanding and knowledge of the workings of local government and including its legal, financial social and political context, political processes and the current issues faced in a multi-cultural area. 	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form</p>
EXPERIENCE: <ul style="list-style-type: none"> • Extensive experience of leading and managing high quality services to vulnerable children and families with particular emphasis on the service specific area of the role applied for. 	<p>Application Form/Interview/Test</p>

<ul style="list-style-type: none"> • Proven experience of driving and maintaining improvements in performance and quality 	Application Form/Interview/Test
<ul style="list-style-type: none"> • Extensive experience of supervision of social work staff, including first line leaders 	Application Form/Interview/Test
<ul style="list-style-type: none"> • Extensive experience of child protection and corporate parenting work with children and families 	Application Form/Interview/Test
<ul style="list-style-type: none"> • Experience of working with residents and service users to improve outcomes for children 	Application Form/Interview/Test
<ul style="list-style-type: none"> • Experience of budget management 	Application Form/Interview/Test

SKILLS AND ABILITIES	
<ul style="list-style-type: none"> • Able to hold accountability for child and family social work practice and its impact on the lives of Newham children 	Interview/Test
<ul style="list-style-type: none"> • Able to demonstrate professional and personal integrity and resilience through a problem-solving and constructive approach 	Interview/Test
<ul style="list-style-type: none"> • Able to use and apply data and management information to achieve continuous service improvement 	Interview/Test
<ul style="list-style-type: none"> • Excellent verbal and written communication skills 	Interview/Test
<ul style="list-style-type: none"> • Able to negotiate and develop effective proposals. 	Interview/Test
<ul style="list-style-type: none"> • Able to be analytical, view complex issues with clarity and make management decisions that are objective, impartial and evidence based. 	Interview/Test
<ul style="list-style-type: none"> • Able to provide professional consultation on complex cases and training on child protection, childcare and related issues. 	

<ul style="list-style-type: none"> • Able to prioritise budgets to meet demand and ensure quality of service provision • Computer literacy skills necessary to work with information management systems and produce good quality data in a variety of formats. The ability to work with word processing packages at a speed commensurate with the responsibilities of the role. 	<p>Interview/Test</p> <p>Interview/Test</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • Commitment to the provision of a quality family intervention, which safeguards, effects change and promotes equality and partnership with children and parents. • Commitment to upholding and respecting children's' rights, views and feelings. • Commitment to challenge discrimination based on race, gender, religion, sexual orientation or disability. • Willingness and ability to work occasional evenings and weekends to maintain service delivery. • This post is subject to an enhanced DBS check. • This post is exempt from The Rehabilitation of Offenders Act (1974). 	<p>Interview/Test</p> <p>Interview/Test</p> <p>Interview/Test</p> <p>Interview</p> <p>Satisfactory clearance at conditional offer stage.</p> <p>Satisfactory clearance at conditional offer stage.</p>