

Job Description

Job Title: Fostering Service Manager

Grade: P4

Overall purpose of the job

The purpose of the role is to manage and develop the delivery of a high quality and effective fostering service that responds to the needs of Foster Carers, children in care and their families in a timely manner and within statutory guidelines, whilst providing scrutiny and challenge in regards to the recruitment and assessment of prospective Foster Carers and Special Guardians.

The Service Managers hold the key responsibility for managing risk and ensuring the safe and effective delivery of the social work service to those children for whom the Local Authority is a Corporate Parent. On a daily basis they are required to provide advice and make casework challenges that affect the trajectory of a child's life and in doing so are held accountable for all aspects relating to managing performance and practice within their service area.

Main accountabilities

| | Main accountabilities |
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| 1 | Risk Management <ul style="list-style-type: none">• Be a confident and consistent leader and manager in the management of risk, advising others when required (both internal to Children's Social Care and partner agencies)• Assisting the Head of Service in maintaining thresholds and good quality practice within the service.• Be able to work across any function area within the Fostering Service in the management of risk• Ensure all members of the service hold safeguarding as a priority and manage risk accordingly• To advise on and make decisions in respect of serious or highly complex cases and escalate as required any cases that require advise or agreement from the Head of Service• To represent the department in Court hearings as required• To ensure appropriate security and confidentiality of all information in relation to foster carers, children and any other business of the service |
| 2 | Leadership and Management <ul style="list-style-type: none">• Provide leadership to teams across functions as necessary and ensure the provision of high quality social work interventions, sharing expertise and specialism• Ensure the assessment, planning and review of casework is purposeful, targeted and timely |

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| | <ul style="list-style-type: none"> • Lead on marketing initiatives to ensure the council's aim of ensuring an increase in the recruitment of the right foster carers to meet the needs of children in care, is achieved • Model the values and principles that underpin high quality social work practice • Play a pivotal role in the appraisal of staff performance and decision making in relation to performance related pay • Facilitate information exchange by establishing good communication mechanisms both internally and with external partners • Deputise for the Head of Service as required through attendance at key meetings and advising on highly complex and contentious issues • Advise on the strategic development of the Fostering Service to meet the needs of customers by identifying and embedding best practice • Ensure appropriate security and confidentiality of all information |
| 3 | Service Delivery <ul style="list-style-type: none"> • Identify, implement and review strategies to support recruitment and retention of staff and foster carers • Create, sustain and review systems and frameworks for the prioritisation, management and throughput of casework • Responsible for the delivery of a service that meets the requirements of the Children Act and related legislation, Fostering regulations and Council standards and objectives. • Be responsible for ensuring continuous and safe service delivery including assuming direct case management responsibility for teams in the absence of the Team Manager • Ensure capacity within the Team to manage the highest levels of risk • Operational lead for managing organisational risk and working closely with the Head of Service to ensure measures are put in place to mitigate against risk • To undertake case management reviews as required on behalf of the Head of Service and participate in the dissemination of learning in conjunction with partner agencies • Lead responsibility for ensuring enquiries from elected members are responded to within procedurally agreed timescales • Ensuring team meetings are robustly managed and provide the opportunity for constructive challenge within a safe and reflective learning environment • To develop, deliver and review induction programs for both staff and foster carers • Operational lead for newly qualified social workers as required under the Knowledge and Skills Framework |
| 4 | Strategy and Partnership <ul style="list-style-type: none"> • Establish short, medium and long term objectives for the area of responsibility through the development of plans, identification of resources and mobilising the staff to meet the objectives • Develop and implement policy and procedure in response to changing statutory guidance, local policies and the needs of children and foster carers in Cambridgeshire and Peterborough • Maintain a detailed working knowledge of legislative and statutory frameworks |

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| | <p>ensuring service delivery meets requirements</p> <ul style="list-style-type: none"> • Assume strategic lead for designated projects and/or work streams that effect service delivery • Actively establish, develop and maintain professional relationships with key partner agencies, i.e. police, schools, health and voluntary organisations to ensure effective partnership working arrangements and promote positive outcomes for children, families and foster carers. • Responsible for commissioning services from other agencies and provide effective monitoring and evaluation of any contracts which exist or develop from commissioning activity • Represent the Council at county and national events • Actively identify and effectively engage with citizen driven innovations to enhance service delivery • Provide expert safeguarding advice to colleagues across the functions • Ensure all service members hold safeguarding as a priority and manage risk accordingly, imperative in the assessment of adults who provide services to vulnerable children and young people |
| 5 | <p>Performance Management</p> <ul style="list-style-type: none"> • Deliver a performance orientated approach and culture ensuring effective performance management through appraisals, supervision and staff development including foster carers. • Provide effective supervision to ensure all staff are compliant with policy and procedures that adhere to statutory requirements and performance targets • Develop and establish practice standards, expectations and timescales establishing clear lines of accountability, building trust, good morale and teamwork • Lead for reporting performance and areas of concern to Heads of Service for dissemination to the Senior Management Team • Effective management of performance concerns or concerns in relation to conduct and ensuring the consistent promotion and application of the relevant codes of conduct and equality standards • To contribute to HR strategy by implementing, monitoring, measuring and reporting on HR issues, i.e. sickness and absence reporting • Responsibility for delivery on improved performance within area of function • Ensuring staff are aware of and delivery on non-discriminatory practice |
| 6 | <p>Budget Management and Resource Allocation</p> <ul style="list-style-type: none"> • Responsibility for the effective use, monitoring and reporting of budgets to avoid overspend • Ensure resources are allocated to areas of need and provide robust quality assurance for all budgets associated with service delivery • Ensure systems for delegated financial authority are followed • Operational lead on a system wide review of resources • Ensure teams are creative and use innovative responses to address need, ensuring the cost effective management results in the right service meeting the right need |

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

| Qualifications Required | Subject | Essential/ Desirable |
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| Recognised Social Worker qualification | | Essential |
| HCPC Registration | | Essential |
| Higher Degree; Masters degree; | | Desirable |

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| Bachelor's degree + qualification; NVQ level 5 or equivalent; including all chartered professions and post-graduate qualification; | | |
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Minimum levels of knowledge, skills and experience required for this job

| Identify | Describe | Essential/ Desirable |
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| Knowledge | | |
| Strategic | <p>Proven knowledge of the Government, national and Council priorities and policies.</p> <p>Proven knowledge and understanding of relevant Social Care and Health policy and practice in relation to the provision of services.</p> <p>Committed to principles of the Social Work Unit.</p> <p>Significant previous experience and demonstrated ability to undertake strategic planning, implementation and evaluation.</p> <p>Proven experience of managing a diverse and complex workload.</p> | Essential |
| Operational Management | <p>Excellent knowledge and application of childcare legislation, statutory guidance and Child Protection Procedures.</p> <p>Knowledge and understanding of a range of systemic interventions and methodologies.</p> <p>Excellent knowledge and understanding of systems and processes to manage case work and budgets in order to provide focused social work activity.</p> <p>Experience of leading a multi-functional team.</p> <p>Knowledge and proven experience of managing complex case arrangements.</p> <p>Comprehensive understanding and experience of handling of technical and business risk and knowing when to escalate to obtain resolution.</p> <p>Successful experience of workload management of</p> | Essential |

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| | multiple service streams. | |
| Performance Management | <p>Knowledge and understanding of Government and Council performance indicators and targets.</p> <p>Previous experience of successfully managing performance to achieve best outcomes for children and families.</p> <p>Proven understanding of and ability to achieve, maintain and deliver quality social work.</p> <p>Experience of leading and managing teams to achieve high performance.</p> <p>Demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost targets.</p> | Essential |
| Partnership Working | Demonstrable successful Partnership working and management of third party service suppliers. | Essential |
| Equal Opportunities | <p>Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities.</p> <p>Experience of actively supporting and promoting Equal Opportunities.</p> <p>Proven commitment to equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behavior.</p> | Essential |
| Resilience | Proven experience and ability to thrive in a complex environment and demonstrate resilience. | Essential |
| Skills | | |
| | <p>Committed to a systemic approach and social learning theory interventions.</p> <p>Ability to develop and sustain systems and processes to</p> | Essential |

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| | <p>effect high quality service delivery and maintain performance standards.</p> <p>Ability to delegate.</p> <p>Ability to manage change effectively.</p> <p>Ability to define expectations of staff, manage individual performance and promote professional development.</p> <p>Ability to think strategically across functional and unit boundaries.</p> <p>Ability to lead, develop and motivate a multi team service.</p> <p>Take personal responsibility for making things happen and achieving desired results.</p> <p>Ability to plan, prioritise and oversee the management of the service.</p> <p>Ability to make cost-effective use of available resources.</p> <p>Ability to analyse complex issues and offer sound professional and managerial advice.</p> <p>Ability to encourage and engender collaborative working between agencies.</p> <p>Ability to create accessible ways of working that is effective engages and involves service users.</p> <p>Strong negotiation skills.</p> <p>Ability to challenge others constructively and make informed decisions.</p> <p>Ability to communicate effectively at all levels.</p> | |
| Experience | | |
| | <p>Significant management experience.</p> <p>Experience of successfully developing and managing a</p> | Essential |

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| | <p>teams and individual members' performance to ensure fit for purpose.</p> <p>To communicate in a way which meets the needs of a diverse audience and in a way that influences effectively.</p> <p>Demonstrable successful partnership working.</p> | |
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| Disclosure level |
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| What disclosure level is required for this post? | None | Standard |
| | Enhanced | Enhanced with barred list checks |

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| Work type |
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| What work type does this role fit into? | Fixed | Flexible | Field | Home |
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