

Job Description

Job Title Service Manager

Job number

Grade P4

Overall purpose of the job

The purpose of the role is to manage, develop and continuously improve the delivery of a high quality and effective social work service that responds to the needs of children and their families in a timely manner and within statutory guidelines.

The post holder has the responsibility to assess need and safeguard children in order to promote positive outcomes as outlined by national standards.

The Service Manager holds the key responsibility for managing risk and ensuring the safe and effective delivery of the social work service to children living in complex family situations that are assessed as at risk of significant harm or 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 decisions 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 teams.

Within the Integrated Front Door the Service Manager is responsible for partnership working in MASH, for the line management of MASH and the Emergency Duty Team Adults and Children.

All the services that sit under the Service Manager post in the Integrated Front Door are delivered across both Cambridgeshire and Peterborough.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	<p>Leadership and Management</p> <p>Advise and lead the service at a local, district and strategic level using technical expertise and informed judgement to provide a statutory service and deliver successful outcomes.</p> <p>Provide leadership, leading and fully managing the social work offer through an effective multi-agency and multi-disciplinary social work provision on behalf of the council.</p> <p>Plan, manage and monitor the use of available resources to balance the demand for the service with the resources available.</p> <p>Model the values and principles that underpin high quality practice by leading by example having a clear understanding of a practitioner's perspective.</p>

	<p>Develop and establish practice standards, expectations and timescales establishing clear lines of accountability within the service areas.</p> <p>Facilitate information exchange by establishing good communication mechanisms both internally and with external partners.</p> <p>Lead on practice development initiatives to ensure a confident and professional workforce.</p> <p>Provide judgement and expertise around complex cases to manage risk</p> <p>Ensure the assessment, planning and review of casework is purposeful, targeted and timely.</p>
2.	<p>Service Management and Delivery</p> <p>Be responsible for ensuring continuous and safe service delivery.</p> <p>Be responsible for the delivery of a service that meets the legislative requirements and Council standards and objectives.</p> <p>Work collaboratively with other services to ensure that thresholds are maintained and families experience a safe and seamless transition between specialist and universal services.</p> <p>Produce, analyse and interrogate management information/performance data, make recommendations to inform both strategy and changes to service delivery where appropriate. Implement changes as approved.</p> <p>Conduct audits on practice standards and implement recommended actions with teams to ensure a culture of continuous improvement</p> <p>Contribute to multiagency thematic audits across the service.</p> <p>Robustly manage the prioritisation and throughput of casework to meet legislative requirements.</p> <p>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.</p>
3.	<p>Partnership Working</p> <p>Provide expert safeguarding advice to the early help hub which is co located</p> <p>Establish and maintain effective partnerships and working relations with external organisations including school settings, health and police, to achieve integrated</p>

	<p>planning and delivery of services that aim to address the needs of vulnerable children, young people and their families.</p> <p>Seek opportunities to develop integrated practice to ensure the best possible use of resources, reduction of demand on more specialist services and improve outcomes for children and young people.</p> <p>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 and families.</p> <p>Utilise partnership working to identify alternative and viable resources within local communities.</p> <p>Develop and implement policy and procedures in response to changing statutory guidance, local policies and the needs of children and their families.</p> <p>Utilise the voice of children, young people, parents and communities to influence and determine service improvement and decision making.</p>
4.	<p>Risk Management</p> <p>Ensure safeguarding processes are in place; manage risk in relation to safeguarding by assessing cases, advising and challenging the teams, schools and partners.</p> <p>Be able to work across any function area in the management of risk and provide advice to practitioners and Heads of Service.</p> <p>Ensure all members of the team hold safeguarding as a priority and manage risk accordingly.</p> <p>To ensure appropriate security and confidentiality of all information in relation to children and any other business of the service.</p> <p>Being a confident and consistent leader and manager in the management of risk, advising others when required (both internal and partner agencies)</p> <p>To advise on and make decisions in respect of serious or highly complex cases and escalate as required any cases that require agreement from a Head of Service taking appropriate advice from legal services as required.</p> <p>To represent the department in Court hearings as required</p> <p>Ensure capacity within the Teams to manage the highest levels of risk.</p>
5.	<p>Budget Management and Resource Allocation</p>

Responsibility for the effective management of the budget for services within the Integrated Front Door.

Ensure resources are allocated to areas of need and provide robust quality assurance for all budgets associated with service delivery.

Ensure the Integrated Front Door is creative and uses innovative responses to address need, ensuring the cost effective management results in the right service.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Recognised Social Worker qualification	Social Work	Essential
HCPC Registration	Social Work	Essential
Higher Degree; Masters degree; Bachelor's degree + qualification; NVQ level 5 or equivalent; including all chartered professions and post-graduate qualification;	Social Work	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
	Proven knowledge and understanding of relevant legislation, policy, statutory guidance and practice in relation to preventative services for children, young people and families	Essential
	Sound knowledge of the wide diversity of health providers, school, early year's settings and the context of education and how it is delivered.	Essential
	Significant previous experience and demonstrated ability to undertake strategic planning, implementation and evaluation	Essential
	Knowledge and understanding of a range of systemic interventions and methodologies.	Essential
	Knowledge and proven experience of managing complex case arrangements	Essential
	Comprehensive understanding and experience of handling of technical and business risk and knowing when to escalate to obtain resolution.	Essential
	Successful experience of workload management of multiple service streams.	Essential
	Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities	Essential

	Proven experience and ability to thrive in a complex environment and demonstrate resilience	Essential
Skills		
Quality Assurance and Performance/Service Improvement	<p>Good analytical skills, proven experience of summarising, analysing and evaluating information</p> <p>Ability to develop and sustain systems and processes to effect high quality service delivery and maintain performance standards.</p>	Essential
Influencing and negotiating	<p>Ability to use leadership and delegation skills to influence partners within and outside of the Local Authority in the development and delivery of strategy in relation to working with communities, children and families</p> <p>Ability to challenge others constructively and make informed decisions</p>	Essential
Management of risk	Ability to manage risk proactively through assessing risk and options and challenging appropriately	Essential
Flexibility and resilience	A flexible and resilient approach to plan, organise and prioritise a demanding workload in order to maintain the delivery of multiple, competing short and long term objectives	Essential
Strategy and vision	<p>Ability to work creatively to achieve and implement strategies and new initiatives and inspire others to think and behave differently</p> <p>Committed to a systemic approach and social learning theory interventions</p>	Essential
Communication	<p>Excellent communication skills including strong report writing and presentation skills.</p> <p>Strong and effective interpersonal skills in groups, teams and one-to-one situations.</p>	Essential
Decision making	<p>Ability to make decisions with remit and work autonomously</p> <p>Ability to analyse complex issues and offer sound professional and managerial advice</p>	Essential
Financial skills	Ability to make cost-effective use of available resources	Essential
Experience		

Operational experience	Significant experience of leading, developing, managing and motivating a team	Essential
Performance management	Previous experience of successfully developing and managing teams to achieve best outcomes for children and families and high performance Ability to manage multi agency/multi skilled teams to provide an integrated service	Essential
Managing change	Experience of managing change which has to led to service improvements	Essential
Resilience	Proven experience and ability to thrive in a complex environment and demonstrate resilience Taking personal responsibility for making things happen and achieving desired results.	Essential
Resource management	Experience of managing resources and influencing other budget holders to contribute to this	Essential
Partnership Working	Experience of developing and maintaining effective working relationships with internal and external partners as appropriate	Essential
Project Management	Demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost targets.	Desirable

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

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