

## Job Description Team Manager Education and Children's Services

<b>Service:</b>	Children's Services	<b>Team:</b>	Early Help Service
<b>Location:</b>	Various across Lancashire		
<b>Salary range:</b>	£44,711 - £49,764	<b>Grade:</b>	Grade 10
<b>Reports to:</b>	Integrated Service Manager	<b>Staff responsible for:</b>	Range of Operational Staff and Lead Practitioners. Usually c. 4 – 8 direct reports

### Job Purpose

Reporting to the Integrated Service Manager, leading a team of children's services professionals and practitioners, to ensure the development, delivery and continuous improvement of early help services for children, young people and their families and carers in Lancashire.

Responsibility for directly line managing a frontline delivery team, ensuring that children, young people, carers, and families receive first class early help and timely support to meet their needs and identify/manage risk.

Supporting the Integrated Service Manager in the delivery and continuous improvement of early help services for children, young people, their families and carers so that Lancashire's children, young people and families receive the early help they need to be protected from significant harm, and improve their life chances. They will work as part of a wider geographical delivery team focussed on one of the following defined areas;

Lancaster, Wyre/Fylde, Preston, Chorley, S.Ribble, West Lancs, Hyndburn/R.Valley, Rossendale, Burnley, Pendle. Their management task in that area will be linked to frontline service delivery around either

- Family Intensive Support
- Neighbourhood/ Communities

The Team Manager will support the delivery of effective support and services to children, young people and families in line with the vision for Children and Families in Lancashire developed by the Children and Families Partnership Board which states;

***Children, young people and their families are safe, healthy and achieve their full potential***

To deliver this vision we have agreed some key outcomes:

### **Five Outcomes**

1. Vulnerable children and young people are safe from harm and build resilience.
2. Children and young people achieve their full potential in education, learning and future employment.
3. Children and young people enjoy healthy lifestyles and know how to help others.
4. Children, young people and families have a voice in shaping the support they receive.
5. Children and young people live in Lancashire where they can enjoy a good quality of life, be happy and want to stay.

## **Accountabilities/Responsibilities**

1. Ensuring day to day management of service delivery objectives within their team's geographical areas of responsibility ensuring that the service provided meets the needs of the service users through effective organisation of the team and monitoring of their workflow and quality.
2. Ensure performance targets are met and poor performance is effectively managed.
3. Maintaining effective systems for monitoring, reviewing and evaluating staff and own performance against the team's objectives using the County Council's Performance Engagement process. Take appropriate corrective action as necessary.
4. Authorising assessments, reports and action plans to a minimum "good "standard; taking responsibility for ensuring plans for children, young people and families are implemented in accordance with service standards and requirements and focussing on the outcomes and impact for children and families.
5. Reviewing, evaluating and recommending any necessary action to amend service processes, practices and systems that lead to improved service delivery.
6. To undertake case and team audits in line with the service's quality monitoring requirements.
7. To consider and analyse a range of information and/or data on the team and its performance, including and actively engage with performance improvement meetings and practices.
8. To support the health and well-being of team members including the promotion of a positive work-life balance
9. Visibly and actively supporting and promoting the corporate activities and the values of the Council.
10. Being aware of changes to policy and procedures and plan for consequent changes to services. Ensuring that all team members are kept abreast of these through appropriate communications
11. To ensure all staff are trained, supervised, developed and supported to provide the best possible outcomes for children, families and carers, seeking help from more senior managers and corporate colleagues as appropriate.
12. To ensure the team has in place appropriate systems and procedures to prioritise and manage demands and workflow by allocating staff and resources appropriately, in line with service policy
13. Performing and ensuring the discharge of administrative duties (including record keeping and health and safety)
14. To ensure the County Council's Performance Engagement policy is implemented in accordance with Supervision Policy and Procedures.

15. To actively promote the effective recruitment and retention of the Children's Services workforce.
16. To lead people in an inclusive way to deliver their operational objectives.
17. To support the building of positive relationships with children, young people and families; ensuring that their requirements and needs are at the heart of the design and delivery of services in accordance with the Council's Corporate and Partnership strategy.

#### **Other**

18. Periodic involvement in rotas for Standby and Significant event duty as appropriate to the needs of the service
19. Flexible application of working hours to respond to periodic service needs to work outside of core weekday/daytime hours

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

#### **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

#### **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

#### **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

#### **Our Values**

**We expect all our employees to demonstrate and promote our values:**

##### **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

##### **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

##### **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

##### **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

**Person Specification (Grade 10 –  
Managerial) Team Manager**  
Education and Children's Services

**Skills and experience specific to the functional team**

**Specific to Family Intensive Support Team Manager**

- Ability to ensure that contacts into Early Help are screened within time scales and that assessments are completed within timescales to a 'good' quality.
- To ensure that children, young people and families receive the right support at the right time and our work is focused on the outcomes and positive impact we are achieving for them.
- Experience of managing case allocation to appropriate workers
- Experience and skills to manage complex cases, and advise on assessments of strength/risk/need to achieve positive outcomes
- Ability to provide quality caseload supervision and guidance

**Specific to Neighbourhood Communities Team Manager**

- Ability to work as part of a multi-agency teams and ensure a shared understanding of thresholds.
- Experience and skills to develop multi-disciplinary, planned responses, focused on the outcomes and positive impact for children and young people.
- To ensure that children, young people and families have access to a timely and good quality early help assessment.
- Ability to manage complex multi-agency working environments for the delivery of joined up service provision
- Ability to form and maintain positive working relationships within schools networks

<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>Identified by Application Form (A) or Interview (I)</b>
<b>Qualifications:</b>		
Professional and/or academic level 6 qualification or equivalent or substantial vocational experience in a relevant technical, scientific, specialised or operational field	E	A
Management Qualification or management training	D	A, I
<b>Experience:</b>		
Experience at middle management level; managing team based operations/functions/services	D	A, I
Experience of supervising staff, including ability to delegate and track performance.	E	A, I
Experience of managing budgets and resources	E	A, I
Experience of risk management in complex cases/issues within a children and young people / families setting.	D	A, I
Experience in ensuring delivery against agreed service plans	E	A, I
Experience of working with multi agency partners to align work plans for service delivery	E	A,I
<b>Knowledge and Skills:</b>		
Good knowledge and understanding of relevant underpinning theory and principles for improving outcomes for children and young people	E	A,I
Strong knowledge and understanding of the work practices, policies, systems, processes and procedures relevant to delivering early help services.	E	A,I
Ability to motivate and support the long term development of staff.	E	A,I
Strong problem solving skills	E	A, I
Ability to build and maintain effective networks and relationships	E	A, I
Skills in partnership working across a Children's Services environment.	E	A,I
Sound knowledge and understanding of the continuum of need and thresholds	E	A,I
Ability to advise and make decisions on complex early help cases.	E	A,I

Ability to manage a diverse workforce with associated human resources procedures to ensure safe recruitment and the retention and performance management of staff.	E	A, I
Monitors work plans to ensure performance standards are achieved, in terms of consistency and quality.	E	A, I
Ability to interpret management information systems to ensure ongoing review of performance of teams and progress towards targets and objectives within the service.	E	A, I
Excellent communication both verbally and in writing	E	A, I
<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I
4. This is an essential car user post. You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances, consideration may be given to applicants who as a consequence of a disability are unable to drive.	E	I