

Wirral Council: Job Role Descriptor

Job Role:	Operational Lead
Service:	Children's Care Services
Reports to:	Head of Service – Assessment and Intervention/IFD & EDT
No. of Subordinates:	32
HR USE ONLY	
Job Role Ref:	PC0009P
Job Family:	People Care
Grade:	EPO12

JOB ROLE PURPOSE

Lead and manage the delivery and operation of a range of high quality, cost effective Children's Social Care services by effective management of staff, supervision of practise, setting standards and promoting and participating in joint working with partners and other agencies to meet the needs of children, young people and their families.

KEY TASKS

1. In conjunction with the Head of Service, set objectives for the named service area, develop plans, identify resources and mobilise staff to meet those objectives to ensure the needs of children and their families are met.
2. Lead social care team managers, prioritise and allocate tasks, provide guidance and direction to ensure effective service delivery to children, young people and families.
3. Ensure workloads are managed within the agreed guidelines for casework.
4. Oversee and scrutinise casework and practice to ensure high quality assessment, planning and review of cases in line with statutory requirements and guidance and oversee social work interventions where the voice of the child is heard, fully considered and acted upon.
5. Undertake effective, reflective supervision, holding team managers to account where poor performance is identified and providing appropriate support and guidance.
6. Manage collaborative working with partners and other professionals to drive the quality of the service provided to children, young people and their families.
7. Lead and facilitate mentoring and coaching for team managers, newly appointed team managers and aspiring team managers.
8. Create an environment where clear communication and engagement supports a culture of openness and transparency: where employees feel empowered, valued and listened to.

9. Guide and support the professional development of team managers, recognising and nurturing talent so that employees reach their full potential.
10. Support Heads of Service in taking the lead on specific service related projects.
11. Maximise financial capacity and guide others in managing and sustaining value for money, challenging the team to identify, analyse and share best financial opportunities.
12. Employ information systems to collect performance data and management information, producing reports when required regarding the quality and quantity of data to describe performance within the named service area.
13. Manage systems, procedures and processes to ensure they comply with national, and local Multi agency Safeguarding Arrangements (MASA).
14. Lead and champion the development of children's services, locally and regionally and represent the service at local and regional forums to ensure the Council's view is represented and the service is updated on new developments and initiatives.

KEY RESPONSIBILITIES

People

Ensure that staff and key stakeholders are briefed appropriately in relation to council wide communications and matters relevant to the Service area.

Oversee and scrutinise the quality of the service and practice to make sure decisions are made in the best interests of the child, young person and their families.

Recruit, develop, motivate and support staff to ensure effective and accountable practices and the well-being and safety of staff.

Manage staff in line with agreed social work standards and organisational policies and procedures.

Liaise and build collaborative multi-agency relationships taking a lead responsibility for promoting the organisation and its services and shaping its future direction. Working directly with partner agencies in the best interest of children, young people and families, in line with legislation and practice guidance.

Deal with enquiries from Councillors and attend Committees as required.
Report to Heads of Service regarding quality of practice, staff development and performance data within the named service area.

Work in partnership with other Operational Leads to ensure consistency of practice and staff developments across the Service.

Comply with service procedures and legal requirements to manage and respond to enquiries and complaints.

Financial

Manage the budget of the named service area. Ensuring robust systems are in place for effective budget management, complying with Council's corporate guidelines and ensuring value for money.

Ensure allocated budget is spent efficiently, in particular Section 17 (Children's Act 1989) money and external placements.

Escalate budget concerns and risks to the Head of Service.

Advise, guide and support Team Managers in effective budget management and in understanding the importance of maximising financial capacity.

Strategic

Operate within relevant professional regulatory standards, the Wirral Council Manager Practice Standards and the Department for Education (DFE) Knowledge and Skills Statements for Practice Supervisors.

Work to Wirral Council's policies and procedures for use within the named service area in order to respond to statutory guidance.

Work locally and regionally to identify best practice social work interventions and the management of the risk to children and initiatives that could influence practice, policy and performance.

Maintain partnerships that deliver on strategic objectives and service targets (Wirral Plan).

Contribute to business function and service plans and lead on the key priorities and delivery of plans at service level.

Resources

Manage people resources in line with the Council's People Performance Policies. Mentor and coach Team Managers, newly appointed Team Managers and aspiring Team Managers where required.

Oversee the audit and scrutiny of children's records, advising on good quality recording, analysis of need and report writing.

Oversee the procurement of goods and services to deliver appropriate care/commissioned packages of care.

Planning and Organising

Plan own work and influence the work of the team managers, ensuring function and service timescales are met.

Oversee and ensure casework allocation is managed in accordance with the guidelines for casework and children's records are subject to rigorous regular audit.

Analyse and share information regarding individual, team and service performance.

Make proposals and recommendations on resources, objectives and targets for service planning and work with Heads of Service in progressing their development.

Carry out supervisions in accordance with the Supervision Policy.

Decision Making

Oversee good quality decisions about the type of response or investigation to be undertaken, making best use of the available skills, knowledge and capacity of the teams.

Make judgements on highly complex cases taking into account risk and justifying decisions and act as a point of escalation for Team Managers.

Hold Team Managers to account when there is evidence of poor or under performance, through effective supervision and support or the use of appropriate sanctions.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Social Work qualification e.g. Degree in Social Work; Dip SW.
- Registered with Social Work England and able to evidence this.
- Evidence of continued professional development.

Knowledge & Skills:

- Sound knowledge and understanding of relevant legislation relating to children and young people, care leavers and families.
- Ability to analyse information and form a judgement regarding appropriate interventions with children and their families.
- Knowledge of statutory power and authority in exercising judgement.
- Ability to effectively delegate and oversee work within teams.
- Ability to quality assure Social Work, including assessments, care plans and Court directed work, ensuring outcomes meet performance standards and best practice.
- Ability to prioritise, organise and plan tasks, meeting agreed timescales.

- Ability to implement robust performance monitoring systems that ensure consistently high quality Social Work practice.
- Ability to analyse performance information and ensure that necessary improvement plans are put in place.
- Ability to develop a culture of learning and improvement where staff are sufficiently stretched and developed to meet their aspirations.
- Understanding of people management policies and procedures.
- Evidence of local budget management and regulations at strategic and operational levels.
- Proactive approach to understanding and managing the developing children's social care landscape, regionally and nationally encouraging and promoting continuous improvement.
- Ability to challenge the impact of discrimination and deprivation.
- An understanding of the social care framework for information sharing between professionals and agencies.
- Displays excellent communication skills and professionalism in building and developing influential and respectful partnerships, supporting and challenging where necessary.
- Motivated and able to work within a challenging and testing environment.
- Demonstrate emotional intelligence and the ability to inspire and motivate others.
- Knowledge and understanding of maintaining accurate and efficient systems and records, evidencing best practice and a lead role in development.
- Thorough understanding of the requirement to manage the political/corporate context.
- Ability to converse with members of the public and provide advice in accurate spoken English.

Experience:

- Extensive experience of working within a Social Care setting, working with children, young people and families in need of statutory services.
- Extensive experience of managing a team within a Social Care environment.
- Extensive experience of mentoring and coaching others across all levels of social care practitioners.

- Extensive experience of managing highly complex cases carrying risk of harm.
- Significant experience of dealing effectively with employee performance management issues in line with corporate policies.
- Demonstrable experience of working with partner agencies within a Social Care setting.
- Experience of effective budget management.

Desirable Criteria

Qualifications:

- Management qualification Institute of Leadership and Management (ILM) Level 5 or equivalent.

Knowledge & Skills:

- Business planning and strategy.

ADDITIONAL WORK ELEMENTS

Able to travel within or outside the Borough.

Required to work outside office hours when necessary.

Exercise high emotional intelligence and demonstrate a developing emotional resilience in relation to the job role.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service *L M Campbell*

Date 27/01/21