


JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Children's Services	Job Ref Number: 02906
Service Area: Quality and Standards	Grade: 13
Job Title: Team Manager Quality and Standards	
<p>PURPOSE OF JOB:</p> <p>Team Managers are qualified Social Workers who are responsible for managing a number of staff within the Quality and Standards Team. This includes leading and managing the Lead Child Protection Practitioners, Independent Reviewing Officers, Regulation 44 Visitors, LADO, Practice Advisors and other QA Team staff. They are accountable for the direction, delivery and performance of the team. This requires experience of working within the statutory system and LCC policies and procedures to promote and govern excellent practice.</p>	
<p>TEAM STRUCTURE:</p>  <pre> graph TD A[Quality and Standards Manager] --> B[Team Manager Quality and Standards] A --> C[Team Manager Quality and Standards] A --> D[Team Manager Quality and Standards] </pre>	
<p>MAIN DUTIES:</p>	
1	Deputise for Quality & Standards Service Manager as required ensuring potential efficiencies are maximized and the service is delivered to ensure good value for public money. Contribute to the development of, and gain support for, the Council and Director Area's shared values, vision, policies, objectives and strategies.
2	The post holder will directly lead and manage Lead Child Protection Practitioners, Independent Reviewing Officers, Regulation 44 Visitors, LADO, Practice Advisors and other QA Team staff. This will include supervisory, appraisal and day-to-day management of these staff.
3	Shape and influence an environment which enables excellent practice by setting high standards and motivating others to do the same. Provide a safe, calm and well-ordered environment for all staff, ensuring that processes are fit for purpose and efficient.
4	Contribute to and communicate the strategic vision for Children's Services which inspires, motivates and encapsulates the organisation commitment to supporting families, protecting children and providing safe and stable childhoods for children in public care. Champion this vision and drive this with all staff so that it is applied to everyday practice. Continuously evaluate how best to keep the vision a reality and the team engaged with it.

5	Conduct annual appraisal of staff whom the post holder has responsibility for and ensure it is undertaken in accordance with Directorate policies. Strike a balance between employing a managerial, task-focused approach and an enabling, reflective leadership style to achieve efficient, day-to-day functioning.
6	Be accountable for the development and application of practice and policy. Facilitate constant reflective thinking about the welfare of families, the safety of children and the wellbeing of staff. Share practice, knowledge and expertise underpinned by theory and the best evidence.
7	Reflect upon the confidence of practitioners and staff, adapt management and leadership style according to the needs of individuals and the organisation. Protect practitioners and staff from unnecessary bureaucratic or hierarchical pressures and have in place strategies to help manage the root causes of stress and anxiety. Continually energise and reaffirm commitment to support families and protect children.
8	Exercise budgetary responsibilities as delegated by Quality & Standards Service Manager, to produce projections to meet key financial timescales and get best value for money from set budgets.
9	Work to range of legal options to support investigation and protection and apply permanence options. Exercise statutory powers where social work assessment shows that families require help and support and children are at risk of significant harm, ensuring that actions are proportionate to risk. Support practitioners to always communicate clearly, honestly and respectfully the purpose and content of the social work plan.
10	Recognise and commend hard work and excellent practice, build the confidence and competence of the Quality & Standards wider team to create a culture of challenge and support.
11	Ensure practitioners adopt and approach to practice which is proportionate to identified risk and need. Use supervision processes to challenge the balance of authoritative intervention and collaborative engagement to determine how current practice is achieving the best long-term outcomes for children and families.
12	Oversee the allocation of workload for all Quality & Standards team members ensuring an effective strategy is employed for throughput of work. For those in a front line facing role, ensure they understand and apply the audit process alongside performance data to enable the frequent review of the quality of practice for front line staff, which includes continued involvement with children and their families, timely intervention and exit ensuring draft in casework is minimised and appropriate longer term support is in place where required. Ensure that no child or family is left unnoticed in the system. Maintain Mosaic and other electronic systems to ensure the child's journey and intervention is recorded in a clear, child-focused way and compliance with reporting is maintained at all times.
13	Establish available capacity so that work is allocated appropriately across the staff group and ensure best use is made of resource, ability, interests and ambitions.
14	Develop, track and report on action plans including; learning, practice reporting and incident responses. Initiate, develop and implement appropriate a quality practice audit framework to support social care practice and performance. Promote the learning and best practice from audits to all staff working closely with L&D to secure appropriate learning responses. Understand and apply high professional standards in quality assurance and identify areas of risk in performance and practice. Analyse results and make recommendations for improvements to Senior Management, ensuring quarterly reports of qualitative and quantitative intelligence are presented to DLT.
15	Good understanding of working in a complex organisation such as a Local Authority, Trust or other delivery model for Children's Services. Act in ways that protect the reputation of Lincolnshire County Council and the wider Social Work profession whilst always privileging the best interests of children. Contribute to the organisation's role as corporate parent to children in public care.

16	Produce and utilise data to understand current demand, historical patterns and likely future trends. Write reports as required and if needed present them at SMT, DMT or similar forums.
17	Be proud and an advocate for the social work profession and be a positive role model for the team.
18	To devise and deliver practice workshops regularly in team meetings and to other Children's Services staff as required. This could also include group supervision and mapping complex cases with less experienced staff.
19	Support, coach and mentor other members of the team and be a champion in Signs of Safety, including to social work students on practice placements in the team, support with onboarding and induction and offer mentoring, work-shadowing/work experience opportunities.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Recognised qualification in Social Work (Degree, PGDip or MA/MSc)	A	X	
Registered with the HCPC and ensure that registration is maintained and renewed appropriately	A	X	
Evidence of significant post qualifying study	A, I	X	
Evidence of Leadership and Management qualifications (for example, Firstline, LCC corporate management courses, post grad certificate, ILM5-7)	A, I	X	
Professional curiosity	A, T, I	x	
Collaborative, able to work in partnership	A, T, I, P	X	
Driving Licence	A	X	
Relationship building skills, socially confident and adaptable	T, I, P	X	
Emotionally resilient	T, I, P	X	
Strong writing and reporting plus evaluative skills to and advanced level	A, T, I, P	X	
Outcome focused with evidence of strong delivery in a social work context	T, I, P	X	
Evidence of the individual seeking out continual development opportunities, to include leadership, supervision, mentoring, coaching or similar.	A, I		X
In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	I, P	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.