

Job Description and Person Specification



Job Description

Job Title	Team Manager
Grade	10
Service	Childrens Services
Reports to	Operational Lead
Location	Coventry - Citywide
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

As a member of a service management team, to take responsibility for the management and delivery of an effective and efficient service for adults, children, young people and their families. To assist the Operational Lead with the delivery of a safe and professional service, through case work and decision-making oversight and providing professional supervision. Adhere to the Social Work England code of practice for social workers.

As a member of the Council's Responsive Services the post holder will have overall responsibility for the oversight of the Emergency Duty staff team (out of hours social care) who operate outside of core working hours to deliver essential support services to address urgent social care needs and ensure the likelihood of emergencies occurring is reduced. An integral part of the post holder's role will be to ensure the consistency of the service including thorough handovers between day services to EDT and vice versa to ensure a continuity of service.

EDT ensure that any Social Care emergencies that cannot be safely left to the following working day are dealt with, responding to the whole of the community of Coventry including Children's Services, Housing, Adult Social Care and Youth Justice Services therefore considering the overarching principles and objectives of these disciplines. It is vital that the post holder understands the needs and demands of the service areas supported by EDT, maintaining relationships with key stakeholders and ensuring close communication, feedback and where necessary dispute resolution.

The post holder will be integrated into Responsive Services and ensure EDT staff are afforded the flexibility to operate as practitioners across Responsive Services including attending meetings, training, group supervisions etc and planning this time into the rota.

Providing oversight, guidance and having scrutiny of recording and to oversee the responses and service delivery of the EDT Team by completing regular quality assurance activity including dip sampling, moderations, audits and observations of practice.

This role requires close liaison with the Operational Lead, key partner agencies, other organisations as well as the wider senior leadership team. To assume the EDT delegated scheme of responsibility and decision making and ensure this is effectively utilised by staff during shifts.

To advise Operational Lead of any unmet needs, service deficits, resource implications and unresolved issues ensuring problem solving has been considered within the service. To work within the budgetary and resource constraints applicable.

Main Duties & Key Accountabilities

Core Knowledge

- Work with the Operational Lead to establish and maintain operational policy and relevant documentation for the service area. Maintain oversight of relevant operational risk assessments and ensure regular reviews of lone working practices within the service area.

- Support the Operational Lead in the sound financial management of the service ensuring budgets are carefully managed and resources are fully maximised.
- Manage staff in the team to include recruitment & selection; induction & probation; workload allocation; appraisal & identification of training needs and disciplinary or grievance matters.
- Provide supervision to staff in the performance of their duties in accordance with the directorate's supervision policies and associated guidance. This will include the active auditing and monitoring of case files and electronic records recording.
- To ensure maintenance of up-to-date records of cases using management information systems in accordance with departmental policies and procedures.
- To establish, sound working relationships with partner agencies, council departments and independent sector groups and providers. Promoting effective joint and inter-disciplinary working partnership arrangements, with statutory and independent organisations and proactively resolving any disputes as appropriate.
- To utilise the resources available to provide a flexible range of responses, support and services, which are sensitive to the needs of individual children and their families (particularly those from minority ethnic communities and with special needs), in partnership with other council services, external agencies and service providers.
- To performance manage the team to ensure the service achieves its objectives.
- In line with the appropriate delegated authority advise on and, where necessary, take action (including legal processes) to protect vulnerable service users and attend court on behalf of the Council, as appropriate.
- Investigate complaints, disciplinary and grievance matters and contribute towards positive industrial relations, advising the Operational Lead of issues in these areas as they arise.
- To contribute to effective business planning, strategic & operational policies or plans and to robust performance management, to support the drive to continuous improvement, collaborating with the Operational Lead to ensure that performance management is built into the delivery of services and the collection, analysis and reporting of performance information.
- Have a thorough working knowledge of relevant legislation, national standards, guidance, research, departmental policy and procedures, and institute legal processes where necessary.
- To keep up to date with relevant professional developments in relation to Childrens, Housing and Adults' social care.
- To Chair and attend strategy meetings and any other meetings that are required as part of the role.
- Assist the Operational Lead as follows:
 - Offer professional supervision to members of Responsive Services in line with departmental policy.
 - Advise staff within the Team on the proper interpretation of their role and practice in accordance with their position and level of accountability.
 - Assist in undertaking specific development tasks as agreed with the Operational Lead.
 - Contribute to examinations of the needs of the service and development of action plans.
 - Contribute to effective communication within the team and support staff meetings.
 - Prepare work for formal supervision under the direction of the Operational Lead and keep them informed of potential difficulties.
- Team Managers are expected to:

- Have reached the level of ability where they can lead a team self-sufficiently (within normal arrangements for management accountability) in the application of relevant legislation, policy, procedures and social work theory.
 - Assume the delegated scheme of responsibility and decision making across Responsive Services
 - Accept full responsibility for the staff team ensuring the team operate cohesively and safely. Offer regular supervision of staff including NQSW's, students and Social Workers and assist in identifying areas of development and implementing the relevant plans.
-
- Deputise for the Operational Lead and cover for other Team Managers as requested when appropriate.
 - To maintain own personal and professional training and development to meet the challenging demands of the job.
 - The post holder should work flexibly outside office hours including working evenings and weekends to meet the needs of families
 - Any other duties and responsibilities within the range of the salary grade.

This job description applies to all social work Team Manager posts within Children's Services.

The specific targets, tasks and priorities can be expected to vary between individual teams.

Team Manager posts are generic which means that, after initial placement upon appointment, post holders may be required – after personal consultation – to work within Children's Services at any location/team type across the city.

Key relationships

External	Internal
• Charities/third sector agencies • Children's placements • Education • Health • Housing • Other Local Authorities • Police • Probation	• Adults Services • All service areas in Childrens Services • MASH Partners • Help & Protection Social Teams • Human Resources • LADO

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Senior Practitioner

Advanced Social Worker

Social Worker

Children and Family Worker

Casual Staff



Person specification

Job Evaluation Code	
Knowledge	
Equal opportunities policies and how to provide service provision which is sensitive and relevant to all service users.	
Relevant legislation, regulatory frameworks, national and local initiatives, policy and guidance in relation to Adults, Children and Families and Young People, Youth Justice including those in need of safeguarding and looked after.	
Factors relating to a positive industrial relations climate.	
Understanding of equality issues, particularly within the context of delivering social care within Adults, Children's Services Youth Justice and Housing.	
Procedures relating to the investigation of grievance and disciplinary matters.	
Comprehensive understanding of the range of service users' needs and the range of service provision to meet need.	
Awareness of procedures in relation to personnel, financial, budgetary and other support functions.	
Knowledge of the principles of sound financial management and budgetary processes and controls.	
Emergency Duty Team Practice and Procedures	
Skills and Abilities	
Skilled in managing a team's workload, including the establishment of initial call/referral taking, assessment, allocation and workload management systems in line with departmental and policy priorities.	
Skilled in working with service users to identify need and arrange services to meet need.	
Able to anticipate and respond appropriately to situations of conflict and resolve disputes.	
Good listening, negotiating and influencing skills.	
Effective communication skills, ie. face-to-face, using the telephone, and writing complex letters, reports and records. Working under pressure, meeting deadlines and dealing with interruptions.	
Numeracy skills in order to understand statistical and financial data related to service provision.	
Able to lead complex meetings.	
Able to work in an anti-discriminatory way with service users, carers and colleagues.	
Able to work to service standards and set objectives, monitor performance against relevant indicators and demonstrate a commitment to quality in service provision.	

Able to organise and manage own work programme and that of others.
Ability to investigate and manage disciplinary and complaint matters.
The ability to work flexibly across all functions of the service, where demand dictates

Able to contribute towards the development of services in Coventry.
Able to manage change positively and constructively.
Skilled in managing a team's workload, including the establishment of initial referral taking, assessment, allocation and workload management systems in line with departmental and policy priorities.
Skilled in working with service users to identify need and arrange services to meet need.
Able to anticipate and respond appropriately to situations of conflict and resolve disputes.
Ability to work out of office hours on a rota basis
Ability to operate self-sufficiently and work unsupervised and maintain oversight of a team.
Experience
Significant experience in working with adults, children and families in a statutory social care setting and demonstrable experience of decision making on case work including Child Protection, Adult Safeguarding and court work.
Experience of working across organisational and managerial boundaries to achieve improved outcomes for children, young people and their families.
Demonstrable experience of being able to lead, manage, motivate and support staff.
Of being able to develop effective working relationships with service users, carers, colleagues, other agencies and elected members
Of effective management of budgets, including the monitoring and projection of expenditure.
Of recruitment and effective induction of new staff.
Demonstrable experience of professional management to staff and manage issues relating to staff development and performance
Significant experience in working with children and families in a statutory social care setting and demonstrable experience of decision making on case work.
Experience of working across organisational and managerial boundaries to achieve improved outcomes for children, young people and their families.
Demonstrable experience of managing court processes.
Qualifications
Dip SW, CSS or CQSW, or a CCETSW validated equivalent from another country and registered with Social Work England
Special Requirements

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created

January 2025

Date Reviewed