

# Job Description and Person Specification

**Role: TEAM LEADER: Edge of Care Services (CCC & NHS Partnership)**



## Job Description

<b>Job Title</b>	TEAM LEADER (EOC)
<b>Grade</b>	8
<b>Service</b>	Edge of Care (Children's Social Care & NHS England Vanguard Partnership)
<b>Reports to</b>	EOC Services Manager
<b>Location</b>	City - Wide
<b>Job Evaluation Code</b>	



## 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

### Our values:

We expect everyone who works for us to be committed to our One Coventry Values and to share our pledge to becoming a more Equal, diverse, and inclusive organisation.

The Edge of Care: Team Leader will possess advanced social care knowledge, skills and leadership related to improving outcomes for children in need of care and support and protection, prioritising those at risk of experiencing trauma, entering the looked after sector and those leaving care by reunifying them with their birth families. As a member of Children's Services Management team, the TIRs Team Leader will take responsibility for the management and delivery of an effective and efficient trauma informed service for children, young people, and their families experiencing trauma.

To assist the EOC Senior Leadership Team with the delivery of a professional service. Adhere to the Social Work England Professional Standards. To provide support to children, young people (0 – 17) and their families through the management and the delivery of intensive support services to prevent young people at risk of entering the looked after sector and remain in the care of their families where it is safe and appropriate to do so. Will consistently demonstrate a high level of competence and confidence in the full range of social care tasks with children and their families, particularly in relation to preventing children and young people from entering the care system, child protection, court proceedings, work with reunifying looked after children back home to their birth families, and partnership working.

The ethos of the service will be child/young person centred and based upon a commitment to achieve working partnerships with them and their families or carers and to work in close collaboration with colleagues from other settings and agencies.

The style of service will aim to support parents / carers in the exercise of their parental responsibilities, encourage children and young persons to develop a mature understanding of their situation and to learn to exercise personal responsibility and choice in their lives.

To provide intensive support to young people and their families to overcome barriers which may be impacting on their health, social and emotional and educational needs to improve their outcomes and reach their full potential whilst remaining in their family setting.

### Specific job purposes are:

- To ensure a whole family approach is adopted, from assessment planning and intervention through to aftercare methodologies.
- Expected to model One Coventry Core Social Care Values, best practice, and a strong commitment to the continuous development of Trauma Informed Services.
- To initiate and maintain Trauma Informed Approach as the model of Social Care practice.
- To be responsible for the management of a team in accordance with Coventry City Councils HR policies and procedures, including the recruitment of staff, provide line management to a range of workers within the service.
- Expected to achieve high practice standards and meet performance targets set by senior management within their workload and from the staff they supervise.

# ■ Main Duties & Key Accountabilities

## Core Knowledge

1. To work with the Operational Lead, Service Manager, Senior Practitioner and Senior Team by contributing to the planning, delivery, and review of Edge of Care Services. To monitor and maintain standards against agreed criteria and objectives and to implement quality assurance systems, which reflect agreed good practice, involve users and their carer's, City Council equal opportunities policy and legislative requirements.
2. Initiate and introduce a Trauma Informed Approach an operational model of practice (as directed by the Service Manager) for an interim period, prior to preparational work being implemented across the entire workforce and Children's services.
3. To participate in a managers ON-CALL rota within the wider Edge of Care Services Senior team, providing verbal support where necessary out of on-duty hours as well as weekend/evening working as directed by management.
4. To provide effective support to a staff team. Identify gaps in knowledge and skills and support with the implementation of training plans.
5. To report to the EOC Service Manager on those matters which may require more senior management decisions, which might have wider implications for the service or the authority.
6. In the absence of the Team Manager, Senior Practitioner, co-ordinate, attend and, where appropriate, chair service, staff and user meetings as required.
7. To work in a co-operative manner with other agencies to achieve joint objectives and provide complementary services.
8. To participate in initial visits, midway reviews, and closure meetings with allocated Positive directions support workers (When and where applicable).
9. To lead on peer group sessions with EOC Core team and identified support workers.
10. Ensure the most appropriate outcomes for families and their children through building strong and effective relationships with young people and their families/carers)
11. Support the EOC Core staff and the wider workforce (as directed by management) to enable families to function as effectively as possible.
12. To engage and develop effective relationships with young people and families referred to the Edge of Care Services.
13. Support the development of effective support plans (with the support worker) in liaison with the family and other professionals (where applicable)
14. Review support plans on a regular basis, within the expected timeframe for entering onto the protocol system.
15. Undertake the duty of observing visits undertaken by the EOC workforce, for the purposes of an auditing trail and performance benchmarking.
16. Undertake the trauma Informed training of the trainer programme, solution focused approaches and evidence-based practice training programmes (to support trauma informed modelling approaches across Coventry social care action plan).
17. To ensure effective communication to all staff through written information, team briefings and staff meetings.
18. To provide supervision in accordance with agreed policies.
19. To contribute to the Trainer of Trainers Trauma Informed training and strategies which reflect the objectives and targets of the entire service, and which promote and maintain a learning culture within the workplace. To undertake essential training to fulfil this.
20. To provide necessary information as required and to ensure recording systems meet procedural and legislative requirements for finance, fire precautions and other records.
21. To be personally responsible for anti-oppressive care practices.
22. To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
23. It will be necessary to work with information technology and associated systems in accordance with Council policies.
24. To maintain confidentiality and observe data protection and associated guidelines where appropriate.

- **To undertake any other duties and responsibilities within the range of the salary grade (as directed by EOC management).**

## Key relationships

External	Internal

## 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: Adolescent Support Workers**



## Person specification

Job Evaluation Code	
An understanding of issues which impact on young people's ability to respond to and manage situations effectively including a thorough knowledge of issues relating to child protection	
Knowledge of Health and Safety at Work and how to work to relevant risk assessments in place and support staff to do so where necessary.	
A knowledge and understanding of Trauma informed practice approaches, evidence-based practice, protective measures and solution focussed methods of intervention.	
Some knowledge of Local Safeguarding Board procedures and the risk management of children/young people who are/may be at risk.	
A knowledge of risk assessment, care management and casework methods.	
Knowledge and experience of the statutory OFSTED regulatory framework for Children's services.	
Skills and Abilities	
<ul style="list-style-type: none"> <li>Understand equal opportunity and discrimination and how to ensure issues of discrimination are addressed appropriately. Able to support the EOC senior team in ensuring staff work in an anti-discriminatory/anti oppressive way and ensure that staff can develop a good understanding of these values and how they should be incorporated into their everyday work practices.</li> </ul>	
<ul style="list-style-type: none"> <li>Developed written &amp; verbal communication skills e.g., the ability to engage with and communicate with a diverse range of children, young people and their families including those with complex and communication needs.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to manage competing priorities, delegate and coordinate workloads when and where appropriate.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to lead a multi-faceted workforce to achieve the entire Edge of Care services objectives.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to use performance management systems, auditing methods and statistical data operations.</li> </ul>	
<ul style="list-style-type: none"> <li>An ability to lead and contribute to change management expectations, when and where required.</li> </ul>	
Management Skills	
<ul style="list-style-type: none"> <li>Demonstrate effective time-management, organisational expertise, leadership abilities and operational planning skills.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to work on own initiative but seek support when necessary.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to support the Service Manager and Senior team in implementing key tasks and objectives.</li> </ul>	

<ul style="list-style-type: none"> <li>• Give direction, guidance and be able to advise staff on key tasks and objectives.</li> </ul>
<ul style="list-style-type: none"> <li>• To always represent the organisation in a professional and credible manner.</li> </ul>
<b>Leadership Skills:</b>
<ol style="list-style-type: none"> <li>1. To be accountable for the efficient and effective day-to-day management and delivery of services to children, young people, and their families.</li> <li>2. To manage the EOC workforce performance, to ensure the service achieves its objectives in line with statutory requirements.</li> <li>3. Preparing and overseeing court and other specialist reports as requested by legal services, in the required timeframe, format and to the appropriate qualitative standard.</li> <li>4. To be able to support the staff team through challenging times such as increase in referrals or changes to service expectations.</li> <li>5. To support the implementation and the delivery of trauma informed intervention methodologies and evidence-based programs, with the key focus on embedding these into the wider Children's social care services.</li> <li>6. To ensure that all joint work delivered by and with partner agencies, are of high quality, outcome focused and provide evidence of the impact of the interventions for children, young people, and their families.</li> <li>7. Able to recognise issues that require the attention of the EOC service Manager/ senior practitioner, about alleged misconduct of any employee and notify them accordingly.</li> <li>8. Direct and supervise casework and group work of the Core EOC workers, who empower families to sustain positive behaviour changes through evidence-based interventions.</li> <li>9. Able to make decisions within a short time frame when appropriate and necessary.</li> <li>10. Chairing team meetings, including initial, midway and closure reviews, case discussions and group supervision.</li> <li>11. Able to audit case work and all documentation to ensure care plans are in the best interests and safety of the child and meet the required standards for them to remain in the care of their families.</li> <li>12. Assist the EOC services manager and Senior team as follows: Offer professional supervision to members of the workforce in line with departmental policy. • Contribute to effective communication throughout the workforce and support staff meetings. • Have line management responsibility for workers in the EOC core service • Prepare work for formal supervision under the direction of the Team Manager and highlight any potential difficulties.</li> </ol>
<b>Team building e.g.</b>
<ul style="list-style-type: none"> <li>• Ability to work in conjunction with others in the team, contributing and supporting the direct the work of colleagues where appropriate.</li> <li>• Ability to promote and develop the professional skill base of the entire EOC workforce.</li> <li>• Able to work on own initiative, as well as part of a team process to the benefit of the service and the children, young people, and their families.</li> </ul>
<b>Staff development –</b>
<ul style="list-style-type: none"> <li>• Able to provide formal and informal supervision, identifying appropriate personal development plans and ensure their implementation and review is set as necessary.</li> <li>• Able to support the workforce in developing skills and knowledge, through a variety of means such as: Trauma Informed Training, workshops, professional development forums etc.</li> </ul>



- Have direct line management responsibility for members of the EOC Core service.
- Prepare work for formal case discussions under the direction and guidance of the Team Manager/Senior Practitioner and highlight any potential difficulties.
- Assist in undertaking specific development tasks as agreed with the Service Manager or Operational Lead. • Contribute to examinations of the needs of the service and the development of action plans.
- Collating the findings of assessments (via auditing) and completing assessment documentation in accordance with statutory guidance, legislation and departmental procedures and timescales.
- Significant proven experience including in-depth experience in the field of child and family social care, supervision of staff at a senior level.

#### **Communication - written and verbal – e.g.**

- Demonstrate skills in communicating effectively via written reports, email, media presentations, multi professional meetings etc. Able to support and give feedback to staff who compiles relevant reports.
- Able to hold discussions with parents, children, colleagues and other professionals and present cases and pass on information coherently.
- Able to support staff in developing skills in communicating with children, young people and their families who are difficult to engage.
- Contribute to effective communication within the team, supporting staff in various meetings/settings where applicable.
- To participate and contribute effectively to any meetings relating to staff or young people.
- Able to give clear instruction and advise to staff whilst working directly with children and young people.
- Maintain up to date records of casework using management information systems in accordance with departmental policies and procedures.

#### **Direct work with children, young people, and families: -**

- Ability to be able to carry out high level risk assessments and Trauma Informed interventions to support young people remain within the family home.
- To be able to provide parenting support and behavioural management strategies including Trauma Informed.
- Able to understand evidenced based interventions/trauma informed practice and some Social Work models/theories that will support staff in their implementation via direct work with children, young people, and families.
- Able to support staff in encouraging service users to express their wishes and needs and act as advocate when necessary.
- Able to ensure that the welfare of children and young people are safeguarded and advise staff on implementing strategies that ensure children and young people's exposure to risk is minimised.

#### **Experience**

Experience of working with young people who have complex needs and exhibit emotional and behavioural difficulties.

Experience of creative and innovative approaches to engage vulnerable and hard to reach young people.

Experience of recording and auditing sensitive information, maintaining case files and adhering to confidentiality policies.

Experience of working in and meeting the needs of diverse communities.

Experience of leading and managing change within teams.

### Qualifications

Professional qualification relevant to working with children and families, which must be at minimum of:-

- NVQ – Level 5 Management, Health & Social Care Level 3, Diploma in Children and Young People or equivalent.
- Substantial experience of managing children's services.
- Commitment to undertaking any qualification relevant to this post within a Social Care Framework.

### 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).

***N.B For posts subject to Protection of Children and Vulnerable adults please delete as Appropriate.***

Date Created	March 2022	Date Reviewed	
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