

Northumberland County Council
JOB DESCRIPTION

Post Title: Service Lead	Director/Service/Sector: Children's Services		Office Use
Band: 9	Workplace:		JE ref: 4029 HRMS ref:
Responsible to: Team Manager	Date: October 2021	Responsible For: Supervision and support of staff	
Job Purpose: Under the supervision of the Team Manager, to contribute to the management of the service and ensure the duties necessary to comply with statutory and FACT procedures and policies are carried out. The post holder will assist the Team Manager with the effective coordination and delivery of service provision, supervision of staff both on a one-to-one basis and within a group supervision arrangement. To include the supervision of specified Adolescent Support Workers and Assistant Adolescent Support Workers Ensure service delivery to a specific user group and to provide direct services in line with a particular specialism, concentrating on the more complex problems presented within the service and local community. Assist the team manager in managing delegated budgets. Management responsibility will include assisting the Team Manager with all aspects of the service safeguarding practice, the coordination of services for children in need, and the provision of coordinated support for young people, their families and communities.			
Resources	Staff	15/20 - Managing staff who are geographically based across various locations within Northumberland	
	Finance	Management of delegated budgets up to £100,000. Unlimited authority for one off payments up to £50.00 per client.	
	Physical	Day to day updating and maintenance of complex, sensitive and confidential data, including electronic client data systems.	
	Clients	Substantial contact with those children most vulnerable and families including within their own homes. Lone Working and working within the community	
Duties and key result areas: 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that work is of a consistently appropriate standard. Also, to attend multi agency meetings to present reports and assessments for children, young people, families and communities.

5. Contribute to the support and development of Northumberland Adolescent Service and promote effective multi agency service delivery with partner agencies.
6. To work in conjunction with the Team Manager in utilising the skills within the team to develop and implement programmes of activity, prevention and early intervention in order to support children, young people and families in the community. This will entail fostering effective links with those early intervention agencies within the community, including Children's / Young People's Centres / Hubs, health workers and schools.
7. Provide regular, formal and informal supervision and appraisal to an identified group of staff within the team and develop a professional skills base through the provision of training and development as appropriate.
8. In conjunction with the Team Manager to implement and maintain agency records in line with NCC policy.
9. To ensure the team work towards achieving key service delivery objectives within the FACT planning processes, including the CYPP. In addition, develop and implement systems to ensure satisfactory team performance against key performance indicators.
10. Supported by FACT management team, assist the Team Manager in ensuring that the objectives set out in the Service Plan are reflected in the Locality Social Work Team Plan. That these identified objectives are implemented within the team and that service delivery at a local level is aligned with Health, Children's Centre and Extended Schools Strategies.
11. Supported by the Children's Services Manager and Head of Safeguarding and Looked After Children, assist the Team Manager in setting up robust systems and processes to ensure the Locality Social Work Team interfaces effectively with other professional groups (i.e. Health, Children's Centre and Extended Schools staff) and facilitate staff work within other teams to promote and deliver effective multi agency services.
12. Supported by the FACT management team, assist the Team Manager in ensuring that specific areas of service delivery are developed and delivered to meet the needs of children, young people and families requiring Tier 2/3 services
13. To provide reports and updates to the FACT management team as required by the team manager
14. To ensure the maintenance of record keeping in accordance with statutory requirements and FACT policy and procedures.
15. To participate with the Team Manager in the recruitment, selection, training and development of staff in accordance with FACT policies and procedures.
16. To Support the development of safer communities, using children's / young people's hubs to proactively disrupt community tensions, anti-social behaviour, low level criminality, and areas causing concern to residents.
17. Using desistance theory to support the development of diversionary activities for young people via Countywide provision for young people, reparation, and early intervention.
18. To promote the inclusion and participation of young people in the services they are accessing
19. To deputise for the Team Manager at meetings, as appropriate.
20. To ensure that duties are undertaken with due regard and compliance with GDPR and other legislation.
21. Any other duties consistent with the level and grade of the post.

COMMON DUTIES AND RESPONSIBILITIES

Quality Assurance

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

Communication

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives of continual improvement in quality of its service to internal and external customers.

Professional Practice

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

Health and Safety

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

General Management (where applicable)

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

Financial Management (where applicable)

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

Appraisal

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

Equality & Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Northumberland County Council.

Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

Induction

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

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Work Arrangements

Physical requirements:
Transport requirements

Need to visit (adults and young people) and their families and on occasion attend (educational) and other meetings pertaining to the care of the young people throughout Northumberland.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Service Lead	Director/Service/Sector: Children Services	Ref: 4029
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>A professional qualification relevant to work with children and families e.g., DipSW, CQSW, CSS, RGN, RHV.</p> <p>Knowledge of child development and issues around work with children and families.</p> <p>Knowledge of preventative and public health approaches</p> <p>Up to date understanding of the key issues and relevant theoretical background facing professional childcare social workers, particularly related to children's safeguarding and looked after children.</p>	<p>Degree level education</p> <p>Management qualification</p>	
Experience		
<p>Significant post qualified experience in working with children in need and their families. Including experience of working with child protection systems and Safeguarding Policies and Procedures.</p> <p>Experience of working jointly with other agencies</p> <p>Experience of positive decision making.</p>	<p>Experience of working within a multi-agency setting.</p> <p>Experience of supervising staff, students or volunteers</p>	
Skills and competencies		
<p>Well-developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums.</p> <p>Ability to assimilate and analyse information and make informed decisions which manage risk.</p> <p>Ability to manage conflict</p> <p>Ability to manage change.</p> <p>Well-developed negotiating and organisational skills.</p> <p>IT Skills to a required level.</p> <p>Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales.</p> <p>Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs over both short- medium term as well as planning for longer term projects/service delivery</p> <p>A commitment to equality of opportunity.</p> <p>Ability to work across agency boundaries within a multi professional setting</p> <p>Ability to work independently and use own initiative to make decisions on a day to day to basis</p>	<p>Use of IT databases and spreadsheets.</p> <p>Experience of contributing to a process of change.</p> <p>Knowledge of legislation and standards relevant to the post.</p> <p>Examples of key relevant legislation includes:</p> <ul style="list-style-type: none"> • Children Act 1989, 2004 • Children (Leaving Care) Act 2000. • Children and Social work Act (2017) • Relevant Housing legislation e.g., Homelessness Reduction Act 2017 and Provision of accommodation for 16- and 17-year-olds who may be homeless and or require accommodation (2018) • Criminal Justice Legislation • Children's Rights legislation. <p>Excellent recording and report writing skills using electronic data information systems</p>	

Physical, mental and emotional demands		
<p>Able to meet the physical demands of the post.</p> <p>To be able to satisfy the mobility requirements of the post</p> <p>Positive attitude to supervision and training.</p> <p>Positive attitudes to combating discrimination.</p> <p>Ability to effectively support staff who may come in contact with young people who are experiencing trauma/abuse/neglect</p> <p>Flexibility in carrying out duties.</p> <p>Physically capable of discharging the full duties of the post including the ability to work under pressure that may require lengthy periods of concentration.</p> <p>To have a flexible approach to work.</p>		
Motivation		
<p>In NAS we are highly motivated and ambitious for every young person we support; this is a requirement for all staff members.</p>		
Other		
<p>Commitment to inter-agency working.</p> <p>Willingness to work occasional evenings/weekends.</p> <p>Willingness to attempt new challenges and approaches.</p> <p>Positive attitude towards supporting equality and diversity.</p> <p>As Part of your role, you may be exposed to distressing situations and information regarding children and young people, it is essential you have experience of and the ability to manage this type of information with support from your manager, where necessary.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits