

<b>Post title</b>	<b>Team Leader</b>
<b>Division / Section</b>	<b>Children's Services</b>
<b>Department</b>	<b>Communities and Families</b>
<b>Responsible To</b>	<b>Team Manager</b>
<b>Number of post holders</b>	<b>61.6 FTE</b>
<b>Acting up/ Secondment</b>	<b>N/A</b>

### **Purpose of Job**

To lead a team responsible for service delivery in one of the following service areas. Specific area of responsibility may be changed over time by the Service Manager, taking into account the specific skills and practice knowledge of the post holder.

- Children's Practice Teams – locality and hospital services
- Services to Looked After Children, including foster care and residential care
- Disability Services
- Youth Offending
- Family Support
- Family Group Decision Making
- PrePare

### **MAJOR TASKS/JOB ACTIVITIES**

To provide leadership, professional support and supervision to a group of social work or social care staff in either a locality or a centrally managed service. Composition of staff teams will vary depending on service area but may include senior practitioners, social workers, social work assistants, assistant unit managers, residential care officers and/or family care workers.

To be part of a management team taking responsibility for delivering a high quality of service delivery, good outcomes for children and families, and high performance against key indicators. Report to the Team Manager as required and take effective action in cases where performance is not achieved.

To lead the team in order to meet need, manage risk and operate in ways that are consistent with statutory duties and council policy and procedure. This includes appropriate allocation of workload to team members.

To work closely with business support colleagues ensuring implementation of appropriate business systems in the team, ensuring data accuracy and reporting to team manager as required.

To offer sound professional advice and consultation to team members, including advice on child protection matters where required.

To make recommendations to senior managers about planning for children and families. This includes acting in a capacity independent from services directly managed by the post holder, eg chairing fostering and adoption panels and making recommendations to the Agency Decision Maker.

To contribute to team plans that have the effect of continuously improving service delivery and are consistent with wider council and multi agency service planning.

To undertake additional tasks as directed by the Team Manager and Service Manager, taking into account the wider needs of Children's Services and the skills and strengths of the post holder.

To manage staff within the policies and procedures of City of Edinburgh, promptly advising the Team Manager regarding any issues which may require to be considered in relation to disciplinary procedure, absence management procedure, fair treatment or grievance.

To investigate and respond to client complaints and queries from stakeholders. To provide advice to the Service Manager in relation to any issues raised by elected members.

### **Supervision and Management of People**

#### **(Numbers and type of staff)**

Team composition will vary depending on area of service.

Responsible for the line management of a range of staff including senior practitioners, social workers, social work assistants, assistant unit managers, residential care officers, family group conference co-ordinators and/or family care workers across the city.

Responsible for the management of an average of 8 FTE.

#### **Creativity and Innovation**

Responsible for supporting social work and/or social care practitioners to deliver a service that meets need and manages risk, ensuring that the strategic decisions are implemented. They will support their staff on a range of operational issues and will draw the attention of the Team Manager to instances where they consider that systems and processes require to be improved, making recommendations about required improvements where appropriate.

Responsible for applying an imaginative approach to Getting it Right for Every Child, supporting lead professionals and other practitioners to devise and develop child's plans that are SMART and outcome focussed. They will provide critical reflection to their supervisees and will help them to think through and identify solutions in cases which are complex and challenging.

#### **Contacts and Relationships**

Will have daily contact with members of their own team and service users. They will have regular contact with their line managers and other agencies including promoted colleagues in police, health and third sector. They will have significant contact with peers within the service and will be expected to use these relationships to contribute to local debates about practice, policy and procedure in ways that help to improve services.

### **Decisions (Discretion)**

Will take decisions involving the immediate protection of children. They will take decisions on allocation of work and will review and support work of their team, helping them to take appropriate decisions to meet need and manage risk. They will take decisions with significant impact on children and families including decisions to accommodate children.

Team Leaders in the Practice Team setting will take primary responsibility for child protection investigations and making decisions with regards to social workers' recommendations in high level interventions such as whether a young person should be accommodated.

Responsible for contributing to the development of service plans and objectives for their team and service.

### **Decisions (Consequences)**

Exercises sound professional judgement in relation to the management, performance and practice of a social work and/or care service. Decisions made will directly affect the safety of children at risk and in need.

### **Resources**

Responsible for an average non-staffing budget of £43k primarily for the purpose of meeting service user need.

### **Environment – Work Demands**

Manages the delivery of a high performing team that meets performance indicators and takes management action when performance falls below what is required. This requires the management of competing priorities among a clientele characterised by high levels of risk and need.

Operates with a level of autonomy and will take a high level of personal and professional responsibility for standards of practice, performance and outcomes for children and families.

### **Environment – Physical**

The work environment will differ depending on the specific area of service within which the post holder is employed. Normal office conditions apply to much of the work but there is also the requirement to travel and be present in the homes of service users, who may at times present challenging behaviour. Team Leaders in residential care services will spend the majority of their time present within children's residential care facilities, during which times they are likely deal with challenging behaviour including at times physical aggression.

### **Environment – Working conditions**

Team Leaders will spend a significant amount of their time in contact with service users, between 30% and 90% depending on specific service area. At times this is likely to involve interaction with people exhibiting high levels of upset, anger, aggression or even physical threat.

### **Environment – Work Context**

Will be required to intervene and take action to manage risk when other members of staff are under threat from any service user or other member of the public.

### **Knowledge and Skills**

Diploma in Social Work or equivalent is essential, and continuing professional development must be demonstrated. Registration with the Scottish Social Services Council is essential. A Child Protection Certificate is desirable, as is a management qualification.

Considerable experience of children's social work and social care services is required to enable an in-depth understanding of operational issues and problem resolution. Prior management experience is desirable but not essential.

### **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

### **Organisation Structure**

See attached.