

City of Edinburgh Council job description

Post title	Team Leader Emergency Social Work Service
Directorate	HEALTH AND SOCIAL CARE PARTNERSHIP
Service	ASSESSMENT AND CARE MANAGEMENT
Responsible To	Access and Emergency Care Service Manager
Number of post holders	1

Purpose of job

The postholder is responsible for leading and managing the Emergency Social Work service for Edinburgh, East Lothian and Mid Lothian councils, coordinating referrals for services within children and families, adults and mental health.

The what - major tasks and job activities

1. Provide leadership, professional support and supervision to social work colleagues within the emergency social work team, and the Lead the team to meet need, manage risk and operate in ways that are consistent with statutory duties and council policy and procedure.
2. The postholder will be a key member of the management team for the Emergency Social Work service taking responsibility for a high quality of service delivery and outcomes for adults receiving a service.
3. Coordinate and manage the emergency social work service for service users who require a social work service. Ensuring support provided to service users is cost effective and provided within the Council's contractual frameworks.
4. Responsible for ensuring the team provide emergency social work assessments and manage risk appropriately.
5. Responsible for ensuring that performance is achieved and will escalate issues of serious concern to the Service Manager and take effective action in cases where performance is not achieved.
6. Work closely with colleagues and business support ensuring implementation of appropriate business systems, ensuring data accuracy and reporting to the Service Manager as required.
7. Take overall responsibility for supporting the senior practitioners to manage and mitigate risk and will offer sound professional advice and consultation to team members, including advice on child and adult protection and adults with incapacity matters where required.
8. Contribute management and leadership support to the wider service teams in the assessment and care management service as required, to support with resilience with the partnership.
9. Contribute to team plans for continuously improving service delivery while ensuring consistency with wider council and multi-agency service planning.
10. Undertake additional tasks as directed by the Service Manager, considering the wider needs of adult services and the skills and strengths of the post holder.

11. Investigate and respond to client complaints and queries from stakeholders. To provide advice and guidance to the Service manager and Head of Service in relation to any issues raised by elected members.
12. In accordance with the City of Edinburgh Council and NHS policies and procedures for business continuity/resilience and major incidents, the post holder will require to manage and report on emergency responses to critical incidents, to manage risks to the safety and wellbeing of citizens, including the management of rest centres where required.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

- Degree 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 and/or MHO qualification is desirable, as is a management qualification or relevant experience.
- Experience of children's and/or adult social work and social care services is required, to enable an in-depth understanding of operational issues and problem resolution. Collaborate with managers in other adult services in the Partnership (mental health, substance use, learning disabilities, reablement, Care homes) Children, Education and Justice, NHS Services as well as with external stakeholders to provide the most effective service to clients.
- Support their staff on a range of operational issues and will draw the attention of the Sector or Service Manager to instances where they consider that systems and processes require to be improved.
- Responsible for applying and leading an imaginative and effective approach to Getting it Right for Every Child and The Promise
- Supporting lead professionals and other practitioners to devise and develop child's plans that are SMART, and outcome focussed. Give guidance where needed and identify solutions in cases which are complex and challenging.
- Will take decisions involving protection of adults. 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. Exercises sound professional judgement in relation to the management, performance and practice of a social work service. Decisions made will directly affect the safety of adults at risk and in need.
- Regular contact with team members service users and line managers. Contact with other agencies including promoted colleagues in police, health and third sector when necessary.
- Significant contact with peers, use these relationships to contribute to local debates about practice, policy and procedure in ways that help to improve services.
- Have digital leadership skills to deliver efficient services with good working knowledge of operating systems, performance, data analysis and data protection.
- Knowledge and understanding of financial activities and procedures to manage and control devolved budgets to ensure value for money and efficiency.
- Knowledge and understanding of procurement and tendering processes and procedures

Environment - work demands, physical demands, working conditions, work context

- Resilient, flexible, and able to work purposefully under pressure whilst supporting others.
- Manages the delivery of a high performing team that meets key performance indicators, takes action to mitigate shortfalls where required. Confidently manages competing priorities, including where there are high levels of risk and need.
- Operate with a level of autonomy taking a high level of personal and professional responsibility for standards of practice, performance and outcomes for children and families and adults.
- Whilst the team leader will be based in an office environment within a team context, they may occasionally be called to manage emergency situations which may expose the post holder to complex and challenging working conditions up to 30 % of the working time.
- There will be a requirement to work some out of hours shifts up to 30% of the time to support the service develop and provide supervision to frontline staff. Hybrid working is expected.
- Due to the experiences of many of our children and families and adults, there is exposure to episodes of acute distress, dysregulation and hostile reactivity requiring staff resilience in assessing and responding.
- Will be required to intervene and take action to manage risk when members of staff are subject to behaviours as identified above from service users or members of the public
- The post holder will require excellent communication skills and political awareness.

Supervision and management of people

- Responsible for the direct management of up to 10 FTE Grade 8 Senior Practitioners and the emergency social work administrator FTE Grade 6.
- Responsibility to providing casual staff group supervision for up to 30 casual/sessional staff. Management responsibility to casual staff when they are engaged in activity for the emergency social work service.
- To provide leadership, professional support, supervision and line management to a group of social work practitioners or social care practitioners in the emergency social work service.

Resources the job holder will be responsible for

- Authorising payments and allocation of resources to people in need within agreed departmental limits up to £50k and will participate in discussions where resources are being allocated, make recommendations regarding changes in care provision and consider urgent requests for support.
- The post will be responsible for a range of office equipment and will update and maintain data.

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).