POST TITLE	**TEAM LEADER**
DIRECTORATE	**CHILDREN, EDUCATION AND JUSTICE SERVICES**
SERVICE	**CHILDREN'S SERVICES**
RESPONSIBLE TO	**SERVICE MANAGER**
NUMBER OF POST HOLDERS	
ACTING UP/ SECONDMENT	**N/A**

In Edinburgh we are committed to keeping the Promise and our Corporate Parenting responsibilities to ensure every child and young person grows up feeling safe, loved, and respected. As a workforce this means we focus on what matters to children and families, listen, and follow through. We understand and act on the impacts of poverty and honour children's rights. We are respectful to all those we work with, treating them as unique individuals using our language with care and sensitivity.

PURPOSE OF JOB

To lead a team responsible for specific service areas. Specific area of responsibility may be changed over time by the Head of Service or Service Director, considering the specific skills and practice knowledge of the post holder.

To be accountable to the Service Manager for the management, professional oversight and organisation of a team offering an integrated range of specific social work services, providing professional leadership, support, and direct supervision to the team.

Professional values and a commitment to supporting children and young people to remain in or return to their own homes and communities through participation and effective family and community support, wherever safe to do so is integral to our work approach and this post requires advanced skills to support and guide this approach within the team.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- To provide leadership, professional support, supervision and management to a group of social work or social care practitioners in either a locality or city-wide service. Composition of staff teams will vary depending on service area but may include assistant team leaders, advanced practitioners social work assistants.
- To take responsibility for the delivery of high-quality services with excellent outcomes for children and families. Identify outstanding achievement and provide mitigation strategies for performance gaps reporting to the Service Manager as required.
- Responsible for the development of service plans, team improvement plans and objectives for the team and service.
- To lead teams, building capacity and resilience in order to meet need, manage risk and operate in ways that are consistent with statutory duties and council policy and procedure. This includes taking the lead for Inter-agency Referral Discussions (IRD) and attendance at Child Protection Planning Meetings and Reviews.Takes operational decisions which will enable the effective operation of the service. These include team planning, allocation of work, complex case related decisions and allocation of funding per case. In discussion with Service Managers, they will take decisions with significant impact on children and families including decisions to accommodate children.

- To be aware of meetings that are complex or high risk where plans require close oversight and where appropriate chair. This task may be delegated where appropriate to the Advanced Practitioner or Senior Social Worker.
- To work closely with colleagues ensuring that appropriate business systems are in place to manage day to day operations, ensure data accuracy and provide management information reports as required by senior management and elected members.
- Routinely support and participate in tasks to quality assure practice, including quality assuring assessments, reports, case recording, direct contact and case file audits and take action to address areas for improvement and share good practice.
- To make recommendations to senior managers about planning for children and families.
- Acting in a capacity independent from services directly managed by the post holder, for example chairing fostering and adoption panels and making recommendations to the Agency Decision Maker.
- To lead 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 Service Manager and Head of Services, 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 Sector or Service Manager regarding any issues which may require consideration for formal action.
- To investigate and respond to client complaints and enquiries from stakeholders and elected members and to provide advice to the Sector or Service Manager in relation to any significant issues.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- 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 or relevant experience.
- Considerable experience of children's social work and social care services is required at a minimum of five years, to enable an in-depth understanding of operational issues and problem resolution.
- Prior management experience is desirable but not essential.
- Responsible for enabling social work and/or practitioners to deliver a service that meets need and manages risk, within the context of partnership working, ensuring that strategic and operational decisions are implemented.
- 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.
- 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.
- Knowlege 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 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.
- 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., Team Leaders in residential care services will spend the majority of their time present within children's residential care facilities.
- Due to the experiences of many of our children and families, 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.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Team composition will vary depending on area of service.
- To provide leadership, professional support, supervision and line management to a group of social work or social care practitioners in either a locality or city-wide service. Composition of staff teams will vary and may include assistant team leaders, advanced practitioners, social workers, social work assistants.
- Direct reports will number between five and eight. This will consist of Advanced Practitioners (Gr8), Social Workers (Gr7) and Social Work Assistants (Gr5).

RESOURCES

- Responsible for an average non-staffing budget between £5k-£10k, primarily for the purpose of meeting service user needs.

HEALTH AND SAFETY

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 are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems, and procedures.
- Reporting any hazards, damage, or defects immediately to their line manager; and
- 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.