Role Profile

Date	**1 June 2007**
Family	**Social Care**
Role Profile Level	**8S**

PURPOSE
To manage a team of social workers or a number of units in the Community to standard and budgets.

ROLE ACCOUNTABILITY	**END RESULT**
Risk Management & Assessments	
Oversee the provision of service and assure professional standard of assessments in the team or units.	• Proper identification of service users' needs • Provision of appropriate intervention to support service users • Protection of vulnerable individuals • Determine any hazards that exist or that may develop • Take proper action to mitigate to immediate risk and control future risk potential • Reduction of risk to the health and safety of staff and service users • Provision of appropriate intervention to support service users
Case Management	
Manage progression of cases and monitor case advancement in particularly complex or high risk cases.	• All cases are progressed in line with quality, national and legislative standards • Assure the proper actions have been taken and take corrective action where necessary
Service Delivery	
Supervise, control, review and develop the delivery of service by professional staff or in units under management.	• Provision of proper, appropriate and timely intervention to support service users • Optimal and efficient use of resources • Take action on deficiencies assessed • Up to date practices and quality standards
People Management	
Organise, develop and motivate a team(s) of staff. • Performance management • Discipline and grievance • Training requirements • Absence management • Recruitment and selection	• Positive climate • Team members develop their skills and knowledge and are capable of achieving the required performance • Achievement of work objectives • HR policies and procedures met
Development & standards	
Manage the training and development needs of subordinates	• Improvement of individual performance • Career progression of suitably experienced and qualified individuals within the service • Meeting of quality, national and legislative standards

Contribute towards developing local, national and professional policy, standards and procedure.	• Enhanced quality of service • Influence and lobbying of future policy • Represent the Council's formal view
Guidance	
Provide advice, guidance and support to staff on complex service issues.	• Proper conduct and application of good practice in service area • Protection of the community and vulnerable individuals
Relationships	
Represent the service in liaison with other agencies and disciplines in order to reach decisions.	• Integrated approach between agencies • Improved efficiency in service delivery
Planning	
Develop action plans for team/units and contribute to the development of service plans.	• Optimum use of available resources • Improved quality of service and efficiency
Finance	
Contribute to budget planning for service area implement and monitor the approved budget.	• Accurate & complete data, on time • Costs kept within target • Correct income received and banked

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Managing a team of professionals or number of units. Supervise the delivery of service by staff in own field. Coordinate responses from other agencies on operational issues and deliver service in partnership. Deal with demanding clients/service users, for example handling complaints.
Working Environment Context (physical, disagreeable, health and safety aspects)
Mainly office based
Creativity; discretion; impact: concentration
Exercise expert judgement in assessing risk to service users or staff. Professionally accountable for interventions. Accountable for performance.
Planning requirement
Develop and implement action plans within departmental and corporate framework
Key facts and figure ranges (include likely size of any team managed)
May manage teams of level 5 staff and level 6 Managers and a typical budget of up to £4m.
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Degree or equivalent. Post graduate or post qualifying professional qualification and/or management qualification. Organisational awareness and understanding of political agenda. Expert knowledge of service area. Understanding of roles of key partnership agencies. Resource management experience. Deep understanding of relevant legislation.
Equipment operated and essential skills
Computer Software and MIS packages