

JOB DESCRIPTION - CHILDREN & FAMILIES SERVICE

IDENTIFICATION

Post Title:	Senior Service Manager Locality Social Work	Post Ref:
Section:	Children's and Community Justice	Grade: 16
Responsible to:	Head of Service	
Responsible for:	Practice Managers and Team Managers Matrix leadership of cross cutting elements of service provision	

JOB PURPOSE

As Senior Service Manager you will lead and manage all city-wide locality Children's Social Work Services; learning and workforce development; and practice and performance improvement to ensure the delivery of support to children, young people and parents/carers in accordance with statutory requirements, Council policy, professional imperatives and the requirements of the SSSC, Care Inspectorate, HMI and other inspection agencies. You will deputise for the Head of Service where required.

PRINCIPAL WORKING CONTACTS

You will work with senior staff in Dundee City Council, other Councils, other agencies, the voluntary sector and Elected Members.

MAIN DUTIES

Leadership and Management Responsibilities

Pro-actively provide effective and visible leadership and innovatively manage services to secure and sustain culture and practice which ensures the excellent assessment, support and care of vulnerable families.

Set direction for allocated services; engage, motivate and inspire others; drive transformational change; generate a sense of purpose; and role model the Dundee City Council values.

Ensure the leadership and management of employees is undertaken in accordance with Council policy, including in workforce development, supervision and support, absence management, grievance and harassment and disciplinary procedure.

Create an environment in which people can do their best work, setting and agreeing standards of performance and addressing unacceptable standards of performance or behaviour.

Prepare and manage revenue and capital budgets circa £5m and undertake financial management in accordance with Council policies, financial regulations and best value principles.

Ensure effective performance management in accordance with corporate arrangements, including the development and maintenance of service plans, appropriate management information and administration systems.

Promote continuous improvement and efficiency and encourage creativity and innovation with a focus on improving outcomes for vulnerable children, young people and parents/carers.

Ensure the development of efficient work practices, ensuring the cost-effective use of resources and the creative implementation of digital service delivery wherever possible.

Collaborate with appropriate internal and external national and local stakeholders on the delivery and development of the service, including in relation to current and anticipated legislation, policies and guidance.

Deputise for the Head of Children's and Community Justice Service as required.

Service Specific Responsibilities

Ensure that the Council's responsibilities as a social services provider are met through the effective management, commissioning and delivery of services, including assessment of and support to children and young people

Lead on key aspects of the implementation of the findings of the Independent Care Review, working with other Council services, partner agencies, parents/carers and young people to promote the effective delivery of integrated children's services.

Lead on quality assurance and practice improvement, including chronologies, assessment, intervention, risk management, information sharing, defensible decision making, case recording and permanence planning throughout the service.

Development, implementation and quality assurance of targeted practice initiatives designed to enhance support to vulnerable families, including Permanence and Care Excellence, Kinship Hub and Functional Family Therapy.

Manage and develop a team of Practice Managers who manage Team Managers and have both internal service area roles and responsibilities alongside service-wide matrix management roles and responsibilities.

Lead on the development and implementation of learning and workforce development and practice and performance improvement strategies

Ensure that the Scottish Social Services Council Codes of Practice are adhered to throughout the service

Work with relevant officers to respond to external scrutiny and scrutiny agencies including the Care Inspectorate.

Ensure the resolution of enquiries and complaints relating to services.

Assume responsibility for strategic developments across the service as required.

Deputise for the Head of Service, including liaison with Elected Members, Chief Officers and other senior national, regional and local stakeholders in Children's and Community Justice Social Work.

Be available out with normal working hours as required to meet the needs of the service, including through a formal rota.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Senior Service Manager, Locality Children's Social Work Teams

DIVISION/DEPARTMENT SECTION: Children and Families Service

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	Degree in Social Work, Dip SW, CQSW, CSS (with appropriate option)	Post graduate level management qualification.	Application Form Interview
RELEVANT WORK/OTHER EXPERIENCE	Experience of Social Work management in a relevant field Experience of leadership in a multi-agency environment Experience of preparing and implementing strategic plans Experience of managing resources in accordance with Best Value Experience of developing/acting on performance systems Experience of managing significant multi-agency change Experience of staff support and development Experience of performance improvement Experience of work within relevant legislative frameworks Experience of work within relevant best practice frameworks Experience of strategic commissioning and contract management Experience of deploying staff in accordance with needs/demands Experience of developing multi-agency teams	Leadership in a complex working environment Working with service users to promote service development	Application form Interview

PARTICULAR SKILLS/ABILITIES	Excellent verbal and written report writing skills Excellent negotiation, communication and influencing Excellent management of self and other staff, including prioritisation Excellent risk assessment and decision making skills Excellent understanding of national policy drivers	IT/PC competent.	References Interview
PERSONAL QUALITIES	Ability to build good working relationships at all levels Ability to adapt and support others in response to change Ability to deliver high quality work within agreed timescales Ability to continuously improve services within resource constraints Ability to creatively identify and/or propose solutions		Application form Interview References
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Prepared to work hours according to operational needs Prepared to make and receive telephone calls at home Maintain professional registration with the SSSC Member of PVG Scheme or willingness to become a member of the PVG Scheme with satisfactory Scheme Record and/or Scheme Record Update	Full, current driving licence (Level 3) and use of a vehicle.	Application form Interview References