**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Social Care Practice Manager |
| **Job Reference** | 19615 |
| **Grade and Salary** | 7 - £52,120-£57,025 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Children and Young Peoples Service, Social Care Fieldwork, Forest Heath Social Care Team |
| **Location** | *West Suffolk House, Western Way, Bury St Edmunds IP33 3YU - Hybrid* |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

To act as a catalyst for change working directly alongside children, young people and their families.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Supervision of family workers who work directly with children, young people and families using the Suffolk Signs of Safety and Wellbeing framework.
* Where appropriate will be required to manage a small caseload of complex cases.
* Where the role requires, to act as Lead Professional for named families, being the key contact with the family and liaising with other professionals to provide a joined up response.

**Assessment, Planning and Review**

* Use Suffolk signs of safety principles, disciplines and tools.
* To manage and oversee assessment processes and procedures such as: CAF, multi-agency assessment, Statutory Assessment, Education, Health and Care plans and other relevant assessment processes.

**Effective Practice**

* To support practitioners who work alongside children, young people, parents and families where there are early signs of social, emotional, health or behavioural issues to bring about sustainable improvement.
* To undertake direct observation of practice, with effective feedback to offer quality assurance.
* To collate user feedback and involvement to improve service delivery and influence service planning.
* To oversee the work of colleagues with families with complex problems where statutory intervention is required, or work directly with families as the lead professional as required.
* Work within the service, statutory guidance and legal frameworks.
* To decide upon and co-ordinate an effective response to enable vulnerable families to bring about positive and sustained change.
* To provide professional advice, guidance and consultancy to the team and other agencies about delivering appropriate evidence based interventions, particularly for complex cases.
* To be responsible for the allocation of resources whilst being mindful of ‘best value’ principles.
* Where the role requires, to have responsibility for effective supervision, PDR and mentoring of colleagues.

**Reporting and Accurate Recording**

* To maintain up to date records and data using electronic devices and systems and provide reports for a range of audiences, including senior management.
* Offer management oversight on prepared reports where required by the role.
* To implement robust monitoring and review processes and manage successful completion of Quality Assurance processes across the team.
* To be responsible for the quality of data produced by the team you supervise and within your area of work.
* Provide regular data analysis with trends and forecasts to inform the planning and development of the service.

**Information, Advice and Signposting**

* To provide information and signposting for children, young people and families to relevant universal and specialist services in the local area and beyond where appropriate.
* To provide specialist advice and guidance within the organisation and external agencies.
* To produce specialist information and advice for children, young people and families.
* Have an understanding of information and advice available to the service user and encourage colleagues and partners to engage.

**Multi-Agency and Partnership Working**

* Actively build relationships and networks with other professional groups and services in the locality.
* To actively work in partnership with other professional groups to deliver a holistic service to children, young people and families.
* Where opportunities arise, use innovative approaches to establish and promote new joint partnership working arrangements that will enhance service delivery.
* To offer service representation at meetings where required.
* Undertake appropriate referrals to partner agencies.

**Managing Risk and Safeguarding**

* To identify risk and safeguarding concerns and act immediately according to Suffolk County Council safeguarding policy and procedure to keep children safe.
* To undertake other tasks allocated by manager or senior colleagues, in keeping with the responsibilities of the grade:
	+ Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
	+ Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance, including responding to any known data breaches.
	+ Engage in individual and group supervision with managers and practice leads, performance appraisal and consultation as required.
	+ Where required to provide effective individual and group supervision, including performance agreements.
	+ Having regard to best value principles and monitoring within your area of responsibility.
	+ Participating and co-ordinating, training and development opportunities, in order to improve knowledge, skills and effectiveness of self and colleagues.
	+ To transport children and young people where required by job role.
	+ To work in the homes of children and families and in a variety of other settings.

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| **Autonomy** |

The practitioner will:

* Be expected to use their experience, knowledge and skills in every engagement with children, young people and families to determine the level of intervention required.
* Offer face to face, telephone and written support and information as appropriate to role.
* Be responsible for keeping accurate and timely records of work with children, young people and families and writing relevant reports for a range of audiences, including senior management.
* Be responsible for recognising and appropriately managing safeguarding and risk issues.
* Have access to a line manager for decisions that fall outside your delegated responsibilities.
* Be required to organise own workload and supervise the work of colleagues within the team.
* Identify and resolve problems, informing senior colleagues where appropriate.

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| **About the team**  |

The Forest Heath Social Care Team provide statutory Social Care services to “Children in Need”, children subject to Child Protection Plans and consultancy across Family Support services

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Supervising Consultant Social Workers, Social Workers and Assessment Coordinators, students etc, and have responsibility for management decisions within casework for the team.
* Manage the team in respect of systems, workloads, quality of practice, service
delivery and development and effective engagement with internal and external partners.
* Provide consultancy to colleagues in Family Support services, particularly in respect of thresholds and risk assessment and management.
* They are expected to be “Practice Leads” in SOSWB.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

*(Use the headings below to set out what you’re looking for in a successful applicant. Adding numbers will help with selection. We’ve added some examples under Values to assist.)*

**Qualifications and professional memberships**

1. Suitable professional qualification at graduate level or equivalent experience at seasoned professional level in a relevant area of work.
2. Evidence of continuing professional development. (Desirable)
3. Post graduate professional qualification in specialist area of work, or equivalent experience.
4. Management and leadership qualification. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Committed to listening to and working collaboratively with children and families and using feedback to inform the development and delivery of the service.
8. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
9. Evidence of using initiative to lead new ways of working, develop innovative opportunities and an ability to work under pressure.

**Specialist knowledge skills and experience**

1. Demonstrates an expert knowledge of Signs of Safety and an expert practical understanding of and skills in using solution focused approaches of intervention.
2. Evidenced success of using evidence-based models of intervention to deliver successful outcomes.
3. Expert knowledge of research in relevant field and proven ability to bring research into practice.
4. Ability to clarify risks and concerns and focus on solutions to create a climate in which change can happen.
5. Expert knowledge of relevant legislation, regulations and guidance as appropriate to role.
6. In depth knowledge of associated agencies and their working practices and roles and ability to maintain sustained working relationships.
7. Ability to recognise and act upon Child Protection and risk issues.
8. Demonstrating expert knowledge and application of the early intervention and preventative agenda and ability to motivate colleagues to understand and implement this in practice.
9. Expert knowledge of the social and emotional factors that affect a child’s capacity to learn and develop.
10. Ability to effectively use a range of assessment frameworks and advise staff about doing so.
11. Demonstrative ability to interpret and apply policy and procedures and apply relevant legislation, regulations and guidance to support the development of high-quality practice.
12. Understanding the diverse range of needs of clients and backgrounds and advise staff about responding appropriately.
13. Political Awareness.
14. Evidence of leadership skills to support, advise and motivate staff, children, young people and their families.
15. Evidence of leadership skills to negotiate, influence and mediate with a range of audiences, including professional stakeholders, partners and colleagues to achieve positive outcomes.
16. Ability to appropriately challenge colleagues and partners to ensure the statutory right of the service user.
17. Ability to supervise individuals, manage and motivate a team.
18. Proven use of effective communication to de-escalate challenging situations and provide appropriate advice and facilitation.
19. Sensitivity to disability, sexuality, gender and ethnicity issues.
20. Proven ability to chair and make constructive contribution to meetings.
21. Negotiate with a range of stakeholders, settings and contexts to maintain and develop the service.
22. Oversee accurate and timely records across the team.
23. Evidence of ability to analyse data and customer feedback to produce reports for a range of audiences and use to inform service delivery.
24. Demonstrates awareness of the importance of using plain language and the ability to do so.
25. Relevant experience of working directly with children, young people and their families, as relevant to the specific client groups.
26. Evidence of collaborative work with families.
27. Proven commitment to finding solutions, planning and developing interventions with families and evidence of effectively using solution focused approaches in practice.
28. Experience of managing staff.
29. Experience of assessment and observation of the developmental needs of children.
30. Experience of working with children and families where there have been Safeguarding concerns.
31. Experience of working alongside parents who may have mental health, learning or physical disability or sensory impairment.
32. Experience of group work.
33. Experience of working with a range of agencies and communities.
34. Experience of using Suffolk Signs of Safety and Wellbeing principles, disciplines and tools. (Desirable)

**Additional requirements**

1. To work in a variety of locations and client’s homes, including rural areas if required by the post.
2. A DBS check will be undertaken for the successful candidate.
3. Excellent organisational skills and the ability to prioritise work of self and others and meet deadlines.
4. Willingness to undertake training as required to update knowledge and skills.
5. Evidence of successfully working alone as well as part of a team.
6. Ability to undertake out of hours working if required.

**It would also be desirable to have**

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.