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| **Post Title** | Deputy Team Manager, South Tees Multi-Agency Children’s Hub |
| **JE Reference**  |  | **Grade**  | I | **SCP Range** | 38-40 |

**Reporting line:**

Team Managers

Deputy Team Manager

Social Workers

Admin Staff

Family Support Worker

# **Job Purpose:**

To support the team managers in the South Tees Multi-agency Children’s Hub to deliver an efficient and effective service and deputise in their absence.

# **Relationships:**

**Accountable to:** Team Managers

**Accountable for:** Social Work staff ,business support staff

**General Contacts:** Public, Professionals

# **Key duties and responsibilities:**

1. To deputise in the absence of the Team Managers, in the South Tees Children’s Hub.
2. To assist the Team Managers in ensuring accurate and timely contacts are progressed, to provide an efficient and effective service, at the front door, across both Redcar and Middlesbrough.
3. To attend a range of meetings on behalf of the Team Managers, including Initial Child Protection Conference (ICPC) and Review Child Protection Conference (RCPC)
4. To be responsible for the line management of Senior Business support officers
5. To ensure the effective and safe delivery of social work services for the whole Team
6. To ensure that each team member provides high quality contacts and referrals services within the legislative and policy framework. This will include quality assuring documents, audits and observation of staff in order to improve practice.
7. To investigate and attempt to resolve complaints made by service users and representations from other professionals.
8. To assist in preparing the team's contribution to the Business Unit Plan and to contribute to the planning and development of future services.
9. To liaise with colleagues in other service areas and agencies to ensure effective working relationships and coordinated services.
10. To support and assist in the management of delegated budgets as directed by the Team Manager
11. To take part in the corporate management of Children's Services by attending appropriate management meetings and training.
12. To enhance Children's Services image within the authority by promoting awareness of services and achievements and encouraging greater participation.
13. To ensure that team members understand and work within key performance indicators relating to the team's core activities.
14. To undertake any training and development necessary to meet the duties and responsibilities of the post. To assess and make provision for the training needs of colleagues for which the post holder is responsible.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.