



Service Manager

**Safeguarding Children Unit / FDAC (Family Drug and Alcohol Court) – partnership
between Gateshead, Newcastle and North Tyneside Councils**

Grade N

The post also attracts a 7.5% Additional Responsibility Payment for holding temporary responsibility for the Family Drug and Alcohol Court (FDAC) to be reviewed in February 2022

Group: Care, Wellbeing and Learning

Location: Civic Centre

Service: Health and Social Care Commissioning and Quality Assurance

Line Manager: Service Director

Job Purpose

- To lead on strategic planning and performance management to ensure the continuous development and improvement of the service.
- To manage the Child Protection Conference, Children in Care Review, Foster Care review, LADO, MAPPA, Complex Abuse and Children's Rights processes to ensure a safe, effective and value for money service.
- To lead the specialist multi-disciplinary FDAC team operating within the framework of care proceedings, where parental substance misuse is a key factor.
- To provide effective and efficient leadership, direction, control, motivation and overall management of the Safeguarding Children Unit focusing on achieving better outcomes for children, young people and their families to enable them to fulfil their potential.
- To ensure the highest possible professional standards of social work within the Safeguarding Children Unit and wider children and families service by ensuring legislative and statutory requirements are met.
- To contribute effectively to the wider management of the Health and Social Care and Commissioning Service and Quality Assurance.

The key roles of this post will include:

1. To manage the statutory Child Protection Conference, Looked After Children Review, Foster Care Review, Local Authority Designated Officer (LADO), Complex Abuse, Mappa and Children's Rights functions in line with national guidance, Service and Council priorities; and to ensure that key performance indicators are met and quality of service maintained.
2. To represent the service at key strategic partnerships as identified and provide advice and consultation to the Local Safeguarding Children's Board (LSCB) on child protection matters and co-ordinate cross-boundary child protection issues.



3. To develop close links with the FDAC National Unit and represent FDAC North East at key strategic partnerships as identified to ensure all delivery objectives are met.
4. To ensure legislative, statutory and regulatory requirements are being met across the service and conduct quality assurance audits as required to ensure a safe and effective service.
5. To lead the preparation for any regulatory inspection, including Ofsted, for the Safeguarding Children Unit and FDAC NE.
6. To ensure the effective delivery of the LADO function on behalf of Care Wellbeing and Learning; providing senior management oversight, advice and safeguarding decisions.
7. To enable the Childrens Rights Officer to listen to the views/wishes of children/young people and advocate on their behalf, ensuring their views are taken into account and they are being treated fairly.
8. To strategically develop the local safeguarding children's arrangements in accordance with statutory requirements and best practice; and to be responsible for the development and implementation of quality assurance systems to ensure that statutory requirements and best practice standards are met.
9. To complete an annual service report and associated improvement plan to meet the statutory requirements set out in the Independent Reviewing Officers' handbook (IRO) with reference to identified performance indicators and quality assurance work.
10. To take the lead in the service for strategy, planning and performance, working in partnership with other statutory, voluntary and independent organisations in the borough to safeguard and enhance the wellbeing of children and young people.
11. To work as a member of the Health and Social Care Performance and Quality Assurance Senior Management Team, and wider CWL group in developing strategies, policies and plans to achieve better outcomes for children and young people in relation to safeguarding.
12. To manage employees within council's policies and procedures including effective supervision and appraisal and the identification of development programmes for supervising staff, workload management and strong collaborative working practices.
13. To maintain and develop strong collaborative working practices amongst staff members and multi-agency partners.



14. To ensure the Council's commitment to the engagement of children, young people and their families in service planning and delivery to ensure a responsive and effective service.
15. To be the budget holder for the Safeguarding Children Unit and FDAC NE, managing the dedicated budget ensuring that all associated budgets are managed efficiently and effectively to provide best value for money and the optimum possible level of service operating within the terms of the Council's Constitution, Financial Regulations and Standing Orders and ensure effective spend against priorities and targets.
16. To carry out capability and disciplinary investigations where appropriate and to respond effectively to service user's complaints and where appropriate act as adjudicating officer to ensure continuous improvement in the services.
17. To promote equality of opportunity, learning and organisational development to create and maintain the skills and competences required to deliver an effective collaborative service.
18. To identify and communicate to the Service Director any risks to the effective work, reputation or interests of the Council and undertake effective risk management on behalf of the Council.
19. To ensure that health and safety policies and procedures are understood, implemented and monitored to ensure that health and safety standards are met.
20. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Leadership in a complex organisational environment
- Health and social care systems
- Children's legislation, practice and procedures
- Safeguarding and regulatory frameworks
- Financial competence
- Performance review and planning
- IT systems including Microsoft Office

Experience

- Minimum 3 years post qualification experience in Children & Families work
- Managing, motivating and leading staff and teams in a public sector complex organisational setting
- Working within deadlines and targets
- Communicating effectively both verbal and written
- Significant post-qualifying experience in children's services management
- Change management
- Management and monitoring of budgets
- Partnership working with other statutory and voluntary agencies
- Human resource management and effective performance management
- Excellent IT skills

Qualifications

- Social Work qualification (MA or BA in Social Work, DiPSW, CQSW) or equivalent
- HCPC registered

Desirable:

Knowledge

- Health and safety legislation
- Employee relations

Experience

- Strategic and project planning
- Management experience of inter-agency partnerships

Qualifications

- A management qualification and/or significant management training



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working