



Job Profile

NQSW Academy

Team Manager (Senior Practice Supervisor)

Grade L plus 15% recruitment and retention allowance

Group: Care, Wellbeing and Learning

Location: Civic Centre

Service: Social Work - Children and Families

Line Manager: Service Manager

Car User Status: Casual

Job Purpose

To supervise the practice and decision making of Social Work practitioners whilst developing the skills of individuals and teams within Social Work - Children and Families

The Social Work Academy Team Manager will support NQSWs i.e. supporting NQSWs across the wider social work workforce, progression panels, keeping up to date with latest learning and research, whilst working closely with the Corporate Workforce Development team.

The key roles of this post will include:

1. To ensure the effective operational management of Social Work teams in line with relevant legislation, regulation, performance frameworks and the Council's policies, priorities, and procedures.
2. To scrutinise performance and implement effective and timely improvement ensuring the service is prepared for regulatory inspections.
3. To line manage Practice Supervisors and Social Workers in the execution of their duties ensuring the highest standards of practice by providing reflective supervision and consultation
4. To provide leadership and people management that creates a culture for teams and individuals to perform at their best.
5. To promote, develop and maintain effective inter-agency working that ensures the provision of well-co-ordinated service delivery.
6. To lead and deliver customer focused service delivery and achieve key results in line with agreed local and national indicators, outcomes and targets by working effectively with partners and service users.
7. To develop and implement quality assurance functions in relation to the operation of the team.
8. To influence service redesign and transformation ensuring the team is fit for purpose.



9. To ensure personal continuing professional development is sufficient to guarantee Social Work England (SWE) registration.
10. To chair meetings, including planning and strategy meetings, that ensures effective and safe decision making, planning and demonstrating the appropriate use of Council resources.
11. To deputise for the Service Manager.
12. To develop policy and procedures for the Service whilst working in collaboration with other teams and partners to ensure the smooth delivery of services for children and families.
13. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge, Experience & Qualifications

Essential:

Qualifications:

- Social Work qualification and Post Qualifying training
- Social Work England (SWE) registration
- Enhanced DBS clearance
- Current driving licence and access to a car, or means to mobility support

Comprehensive experience of:

- Practising Child Care Social Work.
- Supervising and managing staff groups.
- Practising Social Work within statutory and legislative frameworks including Child Protection and looked after children processes.
- Delivering interventions and achieving change with complex and challenging families and children
- Undertaking complex assessments of family dynamics and systems.
- Analysing and evaluating risk
- Formulating plans designed to reduce risk factors and positively influence change for children
- Supervising Social Workers or Students
- Managing performance and addressing performance issues individually and team
- Delivering training to staff groups
- Budget management

Expert knowledge of:

- Child care legislation and statutory guidance
- Child development throughout the age range
- Child protection and multiagency responsibilities
- Psycho Socio and economic factors impacting on children and families
- Assessment and Social work interventions, including systemic theory
- Statutory and organisational contexts, corporate parenting responsibilities and current Government policy drivers.
- Performance management approaches and Performance frameworks
- Models of reflective practice and supervisory techniques
- Budget management

Proven Ability to:

- Provide reflective supervision
- Think systemically
- Effectively challenge and influence Social Workers
- Improve the practice of others
- Develop strategies to improve the throughput of work
- Shape and influence a culture of productivity and learning
- Hypothesise and guide Social Workers in seeking evidence based conclusions
- Present complex information in written and oral form



- Chair complex meetings

Personal Qualities:

- Highly empathic, enabling, reflective, respectful and emotionally intelligent
- Strong ethical and moral compass which recognises power imbalance, diversity and discrimination.
- Passion and energy in delivering services to children and families
- Resilient and able to work autonomously under pressure
- Completer finisher
- Able to learn from experience
- Decisive whilst recognising professional lines of governance and accountability
- Able to recognise personal experiences that influence professional perceptions
- Comfortable in applying authority implicit to the role which develops respectful relationships and protects children
- Positive, creative and solution focussed approach.

Miscellaneous:

- ICT literate

Desirable:

Qualifications:

- Post qualifying Management and leadership training

Comprehensive experience of:

- Change management
- Management experience of teams
- Leading projects
- Service redesign

Expert knowledge of:

- Adult learning styles and principles
- Budget management



Competencies

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| 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 |