

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	11SW	Role Title	New and Developing Social Workers Manager
Grade	PS11SC	Reports to (role title)	Head of Surrey Children's Services Academy
		Directorate/ School	Children, Families and Lifelong Learning
JE Band	439-518	Service / Department	Quality Relationships
		Date Role Profile was created	01/12/2018

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<p><b>Role Purpose</b> including key outputs</p>	<p>Together with the Surrey Children's Services Academy (SCSA) Service Manager the post holder will be responsible for supporting and leading the Assessed and Supported Year of Employment (ASYE) Programme for Newly Qualified Social Workers (NQSWS) for Children's Services enabling them to become confident and competent practitioners. This will involve managing the ASYE Assessors, who provide reflective supervision, support and advice to NQSWS to ensure their learning is integrated into practice. The role will ensure the standards and quality of the ASYE Programme.</p> <p>Lead responsibility for planning, organising, day-to-day delivery and continuous improvement of Surrey's ASYE Programme and Guidance ensuring compliance with relevant legislation and standards, local/ national policies and procedures and best practice. Contribute to the ASYE internal and external moderation process/panels and contribute to a range of ASYE/SCSA workforce development reports.</p> <p>Lead on matching students to available placements and liaising with nine different universities and teams within the overall Children's Services. Have awareness of the different routes into social work qualifying courses and an understanding of the different fast track government funded programmes.</p> <p>Undertake formal observations of practice and co-ordinate facilitation of this with Social Work</p> <p>Be an experienced Practice Educator, as you will manage the countywide Practice Educator who can have up to twenty students a year spread throughout the different teams. You will also need to have awareness of how a Social Worker can qualify as a Practice Educator, as you will be the lead person in this role.</p> <p>Demonstrate a commitment to professional development and coaching of other team members and social care staff as required including supporting the SCSA Service Manager to develop and deliver training to Social Worker Managers (ASYE line managers) and or Assessors (Advanced Practitioners) to ensure appropriate support, knowledge and standards are met.</p>
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<b>Work Context</b>	<p>Surrey Children's Services Academy (SCSA) is a vehicle to bring together all of the learning and development for all services working with children, young people and families in Surrey including schools, police, health, voluntary sector and higher education. It is intended to be served and shaped by all partners working with children and will support the core and wider workforce.</p> <p>The Academy is the umbrella for all learning and development across all agencies and works towards establishing a unified model, culture and language across all partners. The Academy will support individuals in their career structure, it will strive for outstanding practice and support recruitment and retention through its faculties.</p> <p>The work of the Academy fulfils the statutory learning and development responsibilities of Surrey County Council for those working with children including compliance for NQSWs with the Department for Education scheme as set out by Skills for Care.</p> <p>The post holder will need to be able to make professional judgements on the quality of social work practice and the practice development plans required for individual NQSWs and work with Social Work Managers and HR to deal with issues of concern regarding individual NQSW performance.</p>
<b>Line management responsibility</b> if applicable	Line manage the Advanced Social Workers responsible for the NQSWs in their ASYE and the Practice Educator Lead.
<b>Budget responsibility</b> if applicable	N/A
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Casework Management</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and professional support to colleagues and other professionals in situations of high complexity.</li> <li>• Apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promote innovation, and introduce new ways of working from recognised sites of excellence.</li> <li>• Make use of sophisticated, critical reasoning and both model and facilitate reflective and evidence-informed practice.</li> </ul> <p><b>Assessment and Review</b></p> <ul style="list-style-type: none"> <li>• Support and encourage professional decision-making in others, to enable assessment procedures to be used discerningly in response to the presenting needs.</li> <li>• Maintain and provide expertise in specialist assessment and intervention and support others to develop these skills.</li> <li>• Model the effective assessment and management of risk in complex situations, across a range of situations, including positive risk taking situations.</li> </ul> <p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Provide professional leadership on safeguarding issues in collaboration with other senior members of the team.</li> <li>• Provide support to resolve concerns about practice.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Manage a defined team or area providing clear organisation, direction and development.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide professional support, advice and/or supervision.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> <li>• Manage complaints where required, and verify assessments and authorise when appropriate.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Promote positive working relationships in and across teams and with partners in statutory, voluntary and third sector organisations, using strategies for collaboration and arbitration.</li> <li>• Contribute to and provide professional leadership of organisational change and development and address performance management issues that arise.</li> <li>• Ensure that all staff in the team are adhering to the requirements of data quality legislation.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• When required, monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget.</li> </ul> <p>Duties For All</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: Responsible for ensuring health &amp; safety policies, procedures and legislation are fully implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and registration where required.</li> <li>• Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services.</li> <li>• Ability to promote positive working relationships in and across teams, using strategies for collaboration and arbitration.</li> <li>• Ability to contribute to and provide professional leadership of organisational change and development and address performance management issues that arise.</li> <li>• Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking.</li> <li>• Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others.</li> <li>• Ability to influence organisational development pro-actively using feedback from your area of responsibility</li> <li>• Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge.</li> <li>• Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.</li> <li>• Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same.</li> <li>• Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations.</li> <li>• Competent in the use of basic IT skills.</li> <li>• Demonstrable experience in successful recruiting, performance managing, coaching and developing staff.</li> <li>• Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Professional social work qualification, CQSW or Diploma in Social Work (DipSW), or other relevant qualification recognised by the HCPC</p> <p>Qualified Practice Educator Registered with Social Work England.</p> <p>Substantial experience in assessing the needs of, and undertaking direct work with children and young people, with a track record of improving children and young people's lives in a UK statutory setting</p> <p>Management experience within Children's social care Satisfactory DBS clearance is required</p> <p>Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs</p>

<b>Role Summary</b>	<p>Roles at this level assist with leading, motivating and managing a team ensuring the service provided is consistent, effective and delivers positive outcomes for individuals, their carers and families.</p> <p>They contribute to and support the development of practice, procedures and policy and specifically the professional development of the team.</p> <p>They are accountable for the provision of effective professional practice within the team, the provision of effective, reflective professional supervision, as well as line management and appraisal.</p> <p>These roles provide expert guidance in situations of complexity, where there is conflict or resistance and enable others in the team to manage complex and challenging situations. They deputise for the team manager when required (where appropriate).</p>
<b>Reference Number</b>	BM-2019-264

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