

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PCS	Role Title	Team Manager Adolescent Service - Central Hub
Grade	PS11	Reports to (role title)	Service Manager Adolescent Service - Central Hub
		Directorate / School	Children, Families and Lifelong Learning
JE Band	439-518	Service / Department	Adolescent Service Central
		Date Role Profile was created	06/03/2024

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.

Role Purpose including key outputs	<p>Manage and develop a team of specialised practitioners in the Adolescent hub model, developing a strength based, motivational interviewing approach that aims to keep as many children as possible in need/in need of protection, safely within their family and avoid escalation to statutory services.</p> <p>The coordination and management of countywide response to Missing and completion of Return Home Interviews and support/safety planning as well as intervention around missing at all levels, including the overview and breakdown of data including compliance with statutory timescales, trends.</p> <p>The triage, allocation and immediate response across the county for children and families in crisis, vulnerable in the community (exploitation, missing, family/placement breakdown)</p> <p>The coordination of mapping, intelligence and partnership responses to context-based harm to support the Risk and Vulnerability Management and Risk and Mapping meetings</p> <p>The development of practice including assessment and planning for children and young people who experience harm outside the home or where there is likelihood of care or custody.</p> <p>Work collaboratively with colleagues and partners to deliver effective and efficient services and provide early help to identify and address problems before they escalate.</p> <p>Manage operational effectiveness of the team, allocating and prioritising workloads and take responsibility for ensuring all cases are safely and efficiently managed. In exceptional circumstances manage a case directly to ensure efficient resolution. To contribute to the area hub and manage complex Adolescent work</p> <p>Ensure that case records are up to date, and update plans and documentation for all children and young people for whom the team is responsible are effectively maintained in line with practice standards and organisational policy and procedure.</p> <p>Promote purposeful care and support practice, following the service's parenting/group work programmes, and undertake regular supervision and case work supervision that is reflective and outlines clearly the next steps to improve outcomes for children, young people and families.</p> <p>Ensure the team understands and adheres to the Quality Assurance Framework and manage the effective use of performance processes and systems to promote effective service delivery and drive improvement.</p> <p>Ascertain the views, feelings and wishes of children, young people and their parents /carers and use to appropriately inform their care plans and development and performance of services.</p>
Work Context	<p>Children's Services' priority is that children and young people are safe and feel safe and confident, which means providing timely, accessible help and support to ensure they are resilient, independent and confident in their future. Early Help services work with children, young people and families in a multi-agency environment providing early help to identify and address problems before they escalate.</p> <p>Adolescent Practitioners work in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues.</p> <p>They work a multi-agency, multi-disciplinary service working with some of the county's most vulnerable & disadvantaged children & young people (aged 0-19 & up to 25 with SEND) & their families/carers. As an Adolescent Practitioner in a hub model the post holder will be expected to work with a caseload of children, young people & families relevant to their experience and knowledge. The Adolescent teams predominantly receive referrals where the primary need relates to a child aged 10-plus.</p>

Line management responsibility if applicable	Line management of a team of Adolescent Practitioners.
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on service users.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> Identify opportunities and risks associated with the service and escalate / report to management. Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people. <p>Service Development</p> <ul style="list-style-type: none"> Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> Develop and implement plans for their own area and contribute to business and service planning. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation policies and procedures, or have indirect influence on wider service budget. <p>Work with others</p> <ul style="list-style-type: none"> Work with other service areas / partner professionals and organisations to assess and deliver individual service user needs and / or service objectives and priorities. <p>People Management</p> <ul style="list-style-type: none"> Manage a defined team or area providing clear organisation, direction and development. 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. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Professional qualification and relevant registration where required with post qualification practical experience, or substantial relevant and practical experience across a number of areas and in depth specialist knowledge. Deep understanding of relevant legislation and practice standards. Knowledge and awareness of broader contextual factors affecting wider service delivery. Ability to exercise evaluative judgement appropriately. Ability to manage budgets in accordance with financial procedures. Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals. Competent in a range of IT tools including MS Office and database management systems. High level problem solving skills with the capacity to devise and implement innovative solutions. Demonstrable experience in successful recruiting, managing, coaching and developing of staff. Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Relevant qualifications, educated to degree level.</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.</p> <p>Able to demonstrate understanding of the needs of children/young people in their specialist area.</p> <p>Ability to evidence skills in or willingness to develop Motivational Interviewing, partnership working and purposeful high-quality supervision that has impacted on improved outcomes for children, young people and families and staff retention.</p> <p>Satisfactory DBS clearance is required.</p> <p>Willing and able to travel around the county to meet the demands of the role; when required to work unsocial hours, when required to work from different sites, and work evenings and weekends if required in line with service needs.</p> <p>Valid driving license and access to a car</p>

Role Summary	<p>Roles at this level provide, manage and / or co-ordinate and contribute to promoting good practice and service development. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective local working relationships and joint working arrangements. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they may contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.</p>
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